

STIB / MIVB starts with business monitoring

“The possibilities are endless”

Sint-Martens-Latem, 09 September 2011 – The IT service company LoQutus (Business Process ICT-Architects) from Sint-Martens-Latem has been selected by STIB / MIVB to implement business monitoring.

The largest Belgian urban public transport company, the Société des Transports Intercommunaux de Bruxelles (STIB / MIVB) was looking for a tool that could facilitate the smart card reload / ticket purchase by their customers via an online channel.

Next to technical component based monitoring, they preferred a monitoring solution on a business process level, making it easier for business lines within STIB/MIVB to get a real time perspective on what is happening “end to end” within their running business processes.

STIB / MIVB has launched MOBIB, a pass on which the passenger can store transport contracts that best suit his needs. Thanks to its electronic chip the customer can store up to 8 transport contracts on this card. The passenger validates it every time he boards a bus or tram or enters an underground station.

Thanks to its technology, the MOBIB card offers more flexibility as well as new opportunities. In the nearby future, the card will also be compatible with other systems. In order to fulfill these ambitions, STIB / MIVB had to extend its infrastructure.

Since the promises made to customers (upload of a contract on the MOBIB card and the monitoring of the end-to-end flow on a business level) require an certain SLA and cannot be addressed by discussing only technical aspects, new concepts had to be introduced.

LoQutus proposed STIB / MIVB to implement Complex Event Processing (CEP) and Business Activity Monitoring (BAM) to help them with the MOBIB objectives. The CEP engine transforms technical events into relevant business events. On the infrastructure level all components are monitored, the obtained data is then sent to the CEP engine. Based on a flexible rules implementation in the CEP engine, the system detects patterns and correlates events into meaningful business events which accordingly can be represented in business activity dashboards.

The information gathered in the CEP engine is then sent to the BAM component which visualizes the requested management information. This whole process from CEP to BAM is called business monitoring. It enables STIB / MIVB to cover various projects like MOBIB, Automatic Vending Machines (AVM) and the further improvement of the public transport quality label.

Bearing in mind that business and information networks are converging and that the client / the citizen is being put in the center of attention, the bits and pieces of information resulting out of enterprise processes (e-commerce, quality, fraud detection,...) and communication with clients are becoming of great value.



When this information is matched, interpreted and correlated with other pieces of valuable information, CEP and BAM significantly increase the sophistication of decision taking within companies and public sector organizations.

STIB / MIVB and LoQutus have started a series of projects in spring of 2011. Throughout the year several business monitoring projects will be realized. IBM will provide WebSphere Business Events (CEP) and WebSphere Business Monitoring (BAM).

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About MIVB

The largest Belgian urban public transport company, the Société des Transports Intercommunaux de Bruxelles, serves the 19 communes of the Brussels Capital Region as well as 11 other outlying communes.

It covers a surface area of 241.5 km² and provides transport for a population of over 1,100,000 inhabitants and thousands of commuters.

The STIB network has 4 metro lines, 19 tram lines, 50 bus lines and 11 night bus lines. In 2010, over 311,6 million people chose public transport to get around the capital. Over the past 10 years, the number of STIB customers increased by almost 80%. This spectacular progress is almost unique in Europe.

More information can be found on www.mivb.be

About LoQutus

LoQutus is a Belgian specialist in IT architecture. The company offers advice regarding process management, information management and architecture.

LoQutus is situated in Sint-Martens-Latem and the team consists of 35 people. It is part of the MÖBIUS group, a spinoff of the University of Ghent that provides strategic advice regarding Business Process Management and Supply Chain Management.

More information can be found on www.loqutus.com

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