

The Citilog and Mont Blanc Tunnel partnership continues

The incredible Mont Blanc Tunnel, an 11.6-kilometer marvel in the Alps, serves as a vital link between France and Italy through a single tube, facilitating traffic in both directions. Predominantly utilized for goods transportation, this tunnel underwent significant safety enhancements after the tragic 1999 incident, boasting a sophisticated ventilation system and advanced safety measures. To safeguard this crucial infrastructure, cameras are strategically positioned every 200 meters, equipped to detect smoke, slow or stopped vehicles, pedestrians, and instances of drivers going the wrong way.

Automatic Incident Detection :

The Automatic Incident Detection system (AID) stands as a pivotal safety system. Citilog secured its role as the tunnel's incident detection provider owing to its proficiency in handling intricate scenarios. This selection stemmed from a thorough comparative evaluation conducted on-site, where Citilog outperformed other automatic incident detection providers.

The Mont Blanc Tunnel Partnership recently extended its service agreement with Citilog for an additional three years. This renewal follows the successful update of the Mont-Blanc Tunnel Incident Detection System, which now incorporates 140 video streams processed through Citilog's cutting-edge Deep Learning-based analytics.



The committed support team at Citilog ensures comprehensive maintenance for the Mont Blanc Tunnel AID system, covering both preventive and corrective measures. Their service guarantee includes round-the-clock availability and a swift 45-minute response time for any maintenance needs.

In a bid to elevate its security measures and maintain peak stability, the contract grants access to all Citilog software updates. This inclusive agreement ensures continual improvements against cybersecurity threats, allowing for prompt deployment of updates as proposed and requested.

SOLUTION

In addition to the fully redundant architecture, where all servers are duplicated at both the Italian and French ends of the tunnel, a stringent service level agreement guarantees the utmost IT availability for the customer. This commitment significantly minimizes the risk of service interruptions that could potentially lead to tunnel closure.

As well as system health monitoring, Citilog closely oversees the system's detection capability by conducting detection performance evaluations every six months. This proactive approach ensures that there's no decline in performance compared to the benchmark set during the system's commissioning milestone.

SUMMARY

The incident detection system holds paramount importance for tunnel operators such as GEIE-TMB, necessitating the utmost standards in its maintenance protocol.

From comprehensive system health checks to round-the-clock corrective maintenance, encompassing detection performance analysis and systematic updates, Citilog stands prepared to effectively assist its customers. This is made possible by a dedicated, experienced team capable of upholding the highest service level agreements.

Through diligent monitoring and continuous updates to the Mont-Blanc tunnel incident detection system, EIETMB remains committed to enhancing its availability and performance in the years ahead.