

City of Kigali – Use case

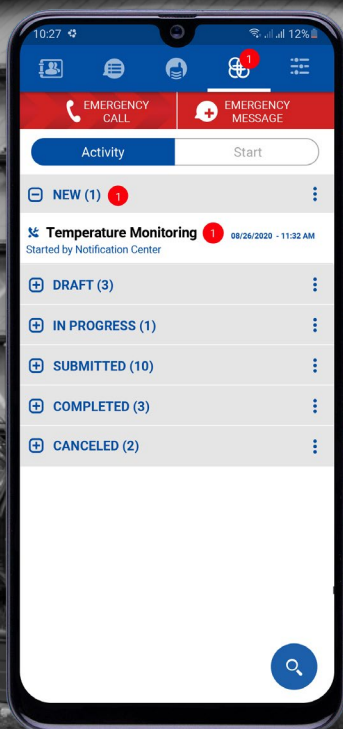
# Kigali Smart City: Smarter, more responsive urban management with Team on the run

## Context: Kigali embraces innovation to reinvent the city

As part of the **Kigali Sustainable City project**, initiated by **Rwanda's Ministry of Innovation and ICT**, the **City of Kigali**, the consulting firm **TACTIS**, and its partners, including **STREAMWIDE**, joined forces to build a more connected, sustainable, and citizen-focused city. This project, supported by FASEP funding from the French Treasury Department, is part of an ambitious strategy for digital and environmental transformation.

To address challenges linked to rapid urban growth and the need to optimize municipal services, Kigali has adopted an innovative approach combining a **participatory citizen platform** and a network of **smart IoT sensors**.

The objective: enhance service responsiveness, streamline communication with citizens, and integrate data into public decision-making.





## A Platform serving both the city and its citizens

In this framework, STREAMWIDE's **Team on the run (TOTR)** solution plays a central role. Deployed locally, it enables:

- **Automated management of citizen reports** through integration with the city's existing reporting application. Thanks to the **My Business API**, each incoming report is automatically analyzed and routed to the appropriate department or field agent, with no manual processing required.
- **Seamless coordination of field interventions** through optimized workflows that reduce response times.
- **Integration with IoT data**, including fixed and mobile air quality sensors, to trigger alerts or direct targeted interventions.
- **A proactive approach to urban management**, empowering authorities to leverage reliable data for anticipating incidents, adjusting resources, and long-term planning.



## Tangible results for a more sustainable city

Thanks to **Team on the run**, Kigali has strengthened its ability to manage services in an agile and inclusive manner:

- **Faster resolution of urban incidents** through automation.
- **Active citizen participation and improved trust:** residents can easily report issues and track their resolution, enhancing transparency and confidence in municipal services.
- **Better urban planning**, supported by reliable real-time data.
- **Increased responsiveness** to anomalies detected automatically by sensors.
- **Optimized air quality and health risk prevention**, thanks to an innovative sensor network and automated intervention orders via **TOTR My Business**.
- **Leadership in innovation** : The project reinforces Rwanda's reputation as a benchmark for smart city solutions in Africa.



## A replicable model for African cities

Kigali's experience demonstrates that integrating a platform like **Team on the run** into a digital and IoT ecosystem **can profoundly transform urban service management**. Designed for scalability, this model places citizens at the heart of public action and lays the foundation for a sustainable, responsive, and forward-looking city.

With **Team on the run**, citizen and environmental data are transformed into concrete on-the-ground actions. It is a fundamental tool for building a city that anticipates, acts swiftly, and prioritizes its residents.

