CROSSCALL
OUTDOOR MOBILE TECHNOLOGY

logitud

LOGITUD

With over 3 000 medium and large-scale local authority customers, LOGITUD Solutions is now a major market operator in software aimed at local authority uses.

Thanks to their Population, Security and Suite ranges they equip four fifths of municipal police.

They offer to customer electronic booking solutions (criminal and non-criminal) via smartphone on Android.

https://www.logitud.fr

SECURITY

"YOUR STRENGTH IS THAT YOU ARE A FRENCH BRAND. IT IS NICE TO SEE A BRAND WHICH IS GROWING, WHICH IS CREATING JOBS IN FRANCE"

6,000
SMARTPHONES EQUIPPED

1,600
MUNICIPAL POLICE CUSTOMERS

THE CHALLENGE

Can you tell us about your role at Logitud?

At Logitud, we strive to offer local authorities turnkey solutions. When it comes to booking and security, we place our software solutions directly on mobile phones. We have 1,600 municipal police customers and we have deployed over 6,000 smartphones equipped with our mobile solutions.

What was the main issue you faced?

In order to best meet the demands of local authorities and more specifically municipal police, we were looking for a mobile phone solution capable of meeting the requirements of being on the move: having an efficient tool to stay connected; an all-in-one solution.

Did you know that resistant and waterproof products existed?

Yes, as resistant and waterproof products are also of great benefit to officers who are always on jobs outside. But having already managed large pools of mobiles, I know that on average after 18-24 months you start to have issues with the battery, the continuity of ranges, the supply of spare parts, etc.

It is not a sustainable system in the long term, neither technically or commercially. What's more, the length of our customers' contract is 3 years, so it represents real added value if they no longer need to change it halfway through and we don't have to manage a mixed pool of phones.

ACTION-X3   TREKKER-X4   CORE-X3

"
The concept of your accessories and the X-LINK technology is great. It cannot be found anywhere else. "

X-CAR

X-ARMBAND

X-POWER

X-CHEST

And how did you come across Crosscall?

One of my friends is a bit of a daredevil shall we say. He introduced me to your brand with the TREKKER-X3 and that was at the same time as we were looking for a rugged solution for our booking solutions.

Had you encountered other competing solution creators?

Yes, but we had encountered some problems making contact with them. Crosscall's responsiveness won me over.

Apart from our responsiveness, what else did you like about Crosscall products?

Everything (laughs). Your promises, obviously, the resistance, the waterproofness, the longer-lasting batteries. And also your range of accessories.

Speaking of accessories , what did you think of them?

They add real value. For example, the municipal police get around in different ways (car, motorbike, etc.) and providing them with an ecosystem which allows them to make the best use of their smartphone as a professional tool is fantastic. Your products have a very "pragmatic" element and they respond to professional uses on every point.

Crosscall is a French brand, is that important for you?

Of course, it's a real selling point. It's important to say that it is French, that you are providing for people in France. This selling point really can counteract an offer that might be "more appealing" financially. All your brainpower is in France. You aren't a company which just retails phones, they are conceived and designed right here in France.

THE CHOSEN SOLUTION
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Could you tell me about the solution that you have chosen?

We've selected your 3 smartphones, as well as the majority of the accessories range (X-Link and the universal ones). We build our 2 booking apps into them: criminal booking (speeding, disorderly conduct) and non-criminal booking (parking).

And of course, the everyday tools for a local police officer, like managing log books. We also have a dictation feature on our apps to make the user experience simpler and quicker.

What are the advantages for your customers?

First of all, having products in the catalogue with a 3-year lifespan. For local authorities this is important.
Given that managing a pool of phones is not matter of fact, the Crosscall solution is a real bonus: fewer breakdowns, fewer returns, a standardised pool. Your products make this everyday management easier, and so have a real positive impact on a local authority's operating costs.

What are your next projects and challenges?

One of the main projects that we have in common is the development of the Dash-Cam with the TREKKER-X4. A new decree has made it possible to film jobs in real time. With the TREKKER-x4, which has this feature already built-in and via an ecosystem of accessories like the X-Chest (Chest mount) we can really capitalise on this.

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Yannick Boehmann
Technical, R&D and Strategy Director