



On-site interventions — rounds and slots

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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38 sites, 160 interventions in the quarter · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **An intervention is qualified before it becomes a trip**. Out of 160 requests, 37 were settled remotely.

The quarter, measured

Measure	Value	What it represents
Interventions requested	160	Across 38 sites
Settled remotely after qualification	37	A driver to reinstall, a setting to correct, a cable plugged back in by the person themselves
Trips made	112	After grouping by site and half-day
Trips avoided	48	96 technician hours and 1,630 kilometres
On-site lead time	9 days → 4	For the person waiting for their workstation

How the rounds are built

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

Rule	Origin	Effect
Grouping by site and half-day	Pending requests	Less driving, more interventions
Respect for public opening hours	Schedule of the authority's sites	Never the library on a Saturday afternoon, never civil status on a wedding day
Three rounds offered to the technician	—	Interventions covered, kilometres and driving time for each — he picks one with a word
Slot sent to the staff concerned	Within the minute	With what they must have to hand
Reminder the day before, and slot recovered if the person is absent	—	11 slots recovered over the quarter instead of lost

What is proposed next

Measure	Finding	Expected effect
Open the counter to the 23 member municipalities	62 of the 160 requests came from the municipalities, by telephone and unqualified	21 of them would have been settled remotely

48 trips avoided are 1,630 kilometres of public money spent elsewhere — and two technicians who spend their days fixing rather than driving.

For the authority to settle

Intervention windows per site, to be confirmed: _____

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