Ortelium - your key to managing odour complaints

ORTELIUM
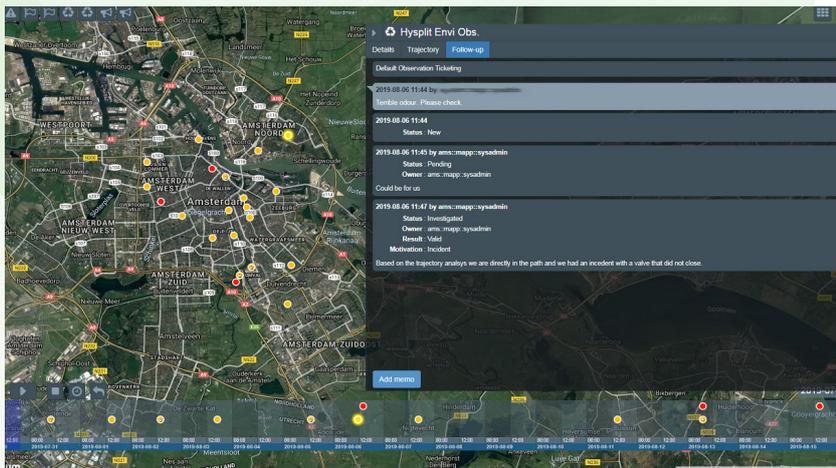
Create your dynamic atlas

Get instant access to odour intelligence

If a site that you manage - or that's within your area of responsibility - emits unpleasant odours, it may affect local residents.

No operator or regulator can control whether a conflict will develop as a result - but, thanks to Ortelium you can make sure that residents feel listened to, while keeping effective operations. The system is designed to collate information from one or more odorous sites and the surrounding community to clarify the source of odour problems, and to respond quicker to potential issues - but also to identify potential false accusations.

Depending upon client requirements, the system can be configured as a private in-house complaints management tool or used as a publically open web resource, promoting effective engagement and communication between site operators, regulators and the local community.

Ortelium enables instant logging of complaints and odour observations via a smartphone app or direct web input.

The system contains powerful data analysis tools to identify trends, assist in complaints validation and visualise historic development of odour events.
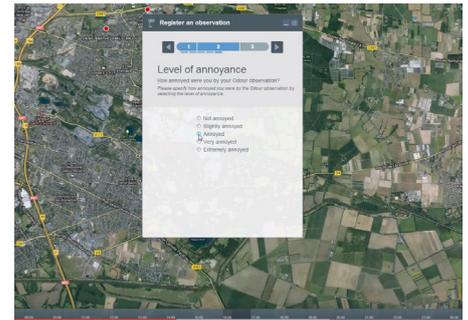

Already today, Ortelium has earned itself an excellent and ever-increasing reputation in the most varied cases across the globe with users in Europe, the Americas and Australia.
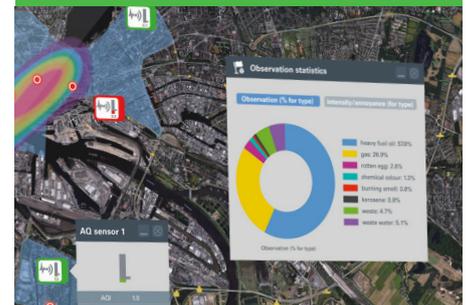
A municipal waste management facility in France has been using Ortelium since 2012 to monitor odour impacts using spontaneous resident observations with the aim to de-escalate community conflicts and implement effective, fact-based odour impact management policies.

In the Portuguese city of São João da Madeira, citizens and various local representatives of several industry sectors were integrated in the odour management process to investigate the source of frequent odour complaints.

Ortelium allowed developing a relationship of trust through direct interaction between citizens, technical staff of the municipality and plant operators.

Ortelium offers a fully secure user management facility. As operator of the platform you retain full access control. Levels of authority can be customised, to tailor the data displayed to different users.
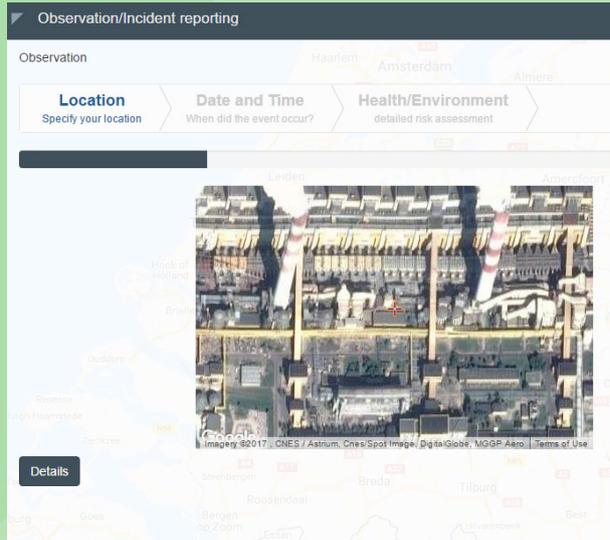
Collect, analyse, manage and report any event-based observations

Ortelium can assist you to implement a well-managed procedure if environmental complaints - related to odour, noise, dust, or others - are a regular occurrence.

But it doesn't stop there! Ortelium also helps you get the most from other event-based observations - such as incidents, health and safety risks and inspections - while improving efficiency in both data management and internal or external reporting.

To do so, Ortelium offers streamlined data collection via web forms, a dedicated Smartphone app or call centre.

Let's talk today to make your observations more meaningful!

Contact us for a live demo

We understand that your business needs are unique and that off-the-shelf solutions rarely meet individual demands. That's why we offer custom web demos of relevant Ortelium solutions.

These demos provide the basis for a detailed discussion of your needs and expectations. By combining your ideas and our Ortelium platform technology, we can create a dynamic atlas that perfectly suits your business needs.

Contact us to schedule your web demo with us!

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