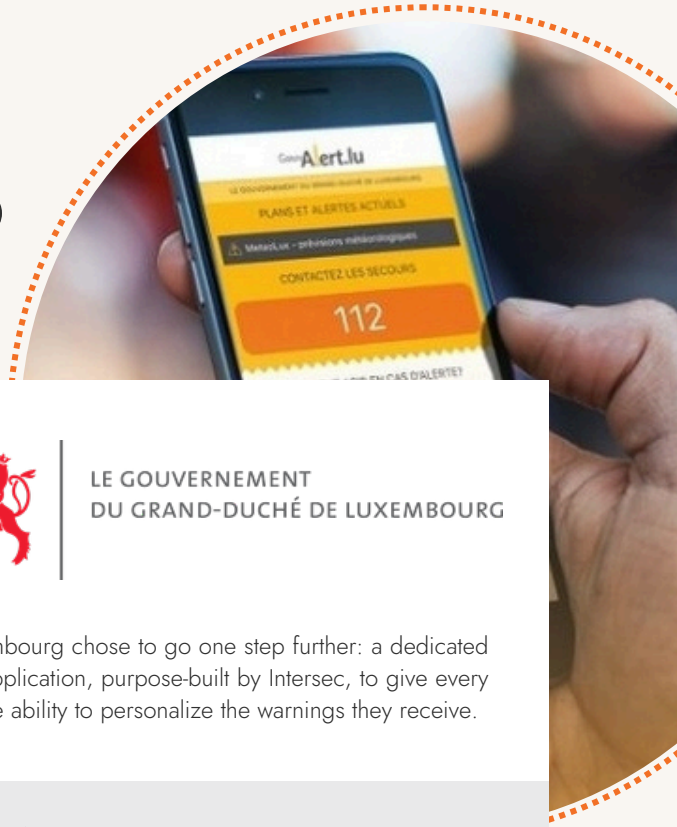
Luxembourg
LU-ALERT mobile app



When Luxembourg set out to modernize its public warning system, the ambition was clear from the outset: build a truly end-to-end alerting solution, one that would empower each competent public authority to issue targeted alerts within its own domain and give every citizen meaningful control over the warnings they receive.
The national system relies on a robust multi-channel architecture combining Cell Broadcast, location-based SMS, web and digital channels.

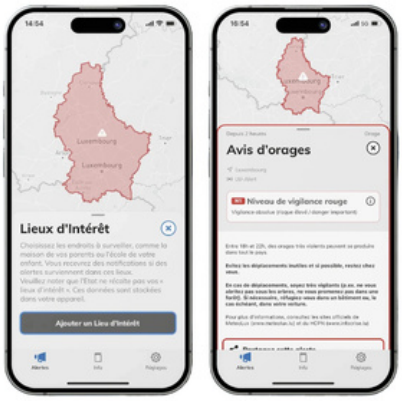
LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG

But Luxembourg chose to go one step further: a dedicated mobile application, purpose-built by Intersec, to give every citizen the ability to personalize the warnings they receive.

THE SOLUTION

For government issuers:
governance built into the platform
LU-Alert gives each public body its own dedicated workspace within a unified platform. User roles, authorized channels, alert categories and severity levels are configured independently for each issuer, ensuring both autonomy and national coherence.
Six public bodies are now active on the platform:
AGE (flood alerts), ALVA (food safety recalls, allergen information), CGDIS (fire alerts, rescue and civil protection), HCPN (interministerial crisis management), MeteoLux (weather alerts via direct API), and police (notification for criminals on the run, missing person alerts...)

For citizens: relevant alerts, not more alerts
The app puts control in the hands of each user. Subscribers can filter notifications along three dimensions: alert category, severity level, personal places of interest.
It is even possible to combine the alert category and the severity. Subscribers can choose to receive alerts starting at the "orange" level for food alerts and starting at the "yellow" level for fire alerts, for example. This fine-grained targeting is the platform's answer to alert fatigue: rather than broadcasting to everyone, the LU-Alert app delivers to those for whom the alert is meaningful, increasing both reach and response.



HIGHLIGHT

A dedicated Intersec resource has been embedded in the Luxembourg team, working alongside public authorities to continuously improve the platform. Enhancements include image integration in alerts, enabling issuers to visually identify affected products, critical for food safety recalls, an alert creation assistant and over 300 templates being migrated to enable faster and more consistent publishing, subscriber-side filtering by category and severity level, progressive alert scenarios, enabling authorities to update the severity level and impacted zone of an active alert in real time - from yellow wind to orange, red, and back to resolved - while retaining the full crisis history for post-event analysis.

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