

## CASE STUDY

# Berliner Wasserbetriebe

"WE ALWAYS HAVE CURRENT AND CORRECT DATA ON HAND THAT WE CAN VIEW AT THE TOUCH OF A BUTTON."

René Mannel, Project Engineer, Berliner Wasserbetriebe

SAGENT DATA FLOW DATA  
INTEGRATION SOFTWARE  
SUPPORTS THIS GERMAN WATER  
SUPPLY COMPANY'S CENTRALIZED  
REPORTING SYSTEM.



## Challenge

Berliner Wasserbetriebe needed a scalable, stable and upgradeable extraction, transformation, load (ETL) solution for its wastewater information system for water treatment works and pumping stations.

## Solution

The organization implemented Sagent Data Flow™ software to make current and correct data available for viewing at the touch of a button at any time.

## SUMMARY

Berliner Wasserbetriebe ranks among the largest water supply and wastewater disposal companies in Germany. As an "Anstalt des öffentlichen Rechts" (i.e., a public service company), 50.1 percent of the shares are held by the district of Berlin. The international water supplier Veolia (formerly Vivendi) holds 24.95 percent, as does the German energy supplier RWE. With about 5,000 employees, Berliner Wasserbetriebe is also one of the capital city's largest employers. The company invests about 250 million Euros in the city's infrastructure annually, which means that a very high number of suppliers and service providers from the Berlin-Brandenburg region profit from it.

This organization supplies drinking water to 3.5 million people in the city and surrounding areas and it disposes of the wastewater produced by about 3.9 million inhabitants. Nine water works always guarantee sufficient amounts of the highest quality drinking water. Some 147 pumping stations transport the wastewater via a mains network to six wastewater treatment works. There, the wastewater is treated using state-of-the-art technology and know-how in an environmentally friendly way before being drained into the surface water.

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## CHALLENGE

The company's own accredited labs analyze the purification efficiency of the water treatment works and the drinking water quality of the water works. Lab data from the water and wastewater, physical-technical data such as volume flows, run times, concentrations, temperatures, pressures and other indicators were assessed off-site and made available to users by viewing the local database tables.

"There were elements of a central reporting approach based on the collection of scripts and text files. However, its success relied heavily on the programmer's know-how. In addition, the system could not be upgraded and maintenance was inefficient. That's why we got the go-ahead to set up a centralized reporting system (wastewater information system) for the water treatment works and the pumping stations," explained René Mannel, project engineer at Berliner Wasserbetriebe.

"Using a catalog of criteria, the requirements for the software that we wanted were defined. What we really needed was a scalable, stable and upgradeable ETL (Extraction, Transformation, Load) solution that would also give us the option of error analysis. We were looking for a solution into which we would be able to seamlessly integrate existing databases and source systems from the works. Additionally, the solution had to be designed to allow efficient and simple data maintenance as well as be easy to use," said Mannel of the requirements for the solution that was needed.

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“...WE LIKED THE FACT THAT IT WAS SIMPLE AND INTUITIVE TO OPERATE,  
VERY USER FRIENDLY.”

RENÉ MANNEL, PROJECT ENGINEER, BERLINER WASSERBETRIEBE

#### RESULT

“We are happy with our decision and very satisfied with the Pitney Bowes Business Insight solution. Working with Pitney Bowes Business Insight was a pleasure. Thanks to this solution, we were able to set up our planned centralized reporting system in accordance with our requirements. The solution is simple and intuitive to operate, the documentation runs quickly and easily, the data flow is simple to map and visible to us at any point. What more could you want?” asked Mannel with a smile.

Also, when it comes to the economic benefits, the use of the ETL solution at Berliner Wasserbetriebe has proven its worth.

Through fast and efficient error notification, we have saved a great deal of time,” said Mannel.

Even the quality of the data has greatly improved. “The time of scripts and texts is gone. Thanks to the Sagent Data Flow solution, we always have current and correct data on hand that we can view at the touch of a button at any time using the graphical user interface. Moreover, we have a powerful wastewater information system that is based on a scalable, stable and upgradeable ETL solution that will enable us to expand the reporting system at any time.” Mannel concluded, “Thanks to this system, we are now able to plan our IT infrastructure cost effectively.”

#### THE PITNEY BOWES BUSINESS INSIGHT ADVANTAGE

The Sagent Data Flow solution provides Berliner Wasserbetriebe with current and correct data on hand to view at the touch of a button. The organization’s powerful wastewater information system is now based on a scalable, stable and upgradeable ETL solution that allows the reporting system to be expanded at any time.