



# CASE STUDY



## CUSTOMER PROFILE

- A leading water supply and wastewater disposal company in Germany (50.1% held by district of Berlin, 24.95% Veolia, 24.95% RWE)
- 5,000 employees—one of city's largest employers
- Drinking water for 3.5 million, wastewater disposal for 3.9 million
- 9 water works, 147 wastewater pumping stations

## Executive Summary

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.

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

## Business Challenge

Among the largest water supply and wastewater disposal companies in Germany, Berliner Wasserbetriebe'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 needed to be 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 extract, transform, load (ETL) 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.

*"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?"*

René Mannel  
Project Engineer,  
Berliner Wasserbetriebe

## Solution

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

“We are happy with our decision and very satisfied with the Pitney Bowes solution. Working with Pitney Bowes 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. “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.”

Even the quality of the data has greatly improved. “The time of scripts and texts is gone. Thanks to the 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.”

## CASE STUDY

### TECHNOLOGY USED

- **Sagent Data Flow™ from Pitney Bowes for data integration to make current and correct data available for viewing at the touch of a button at any time.**

### Results and Benefits

**Current, correct, higher quality data available to view at the touch of a button.**

**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.**

**Fast and efficient error notification saved significant time.**

**More cost-effective IT infrastructure planning.**

*“Thanks to this system, we are now able to plan our IT infrastructure cost effectively.”*

René Mannel  
Project Engineer,  
Berliner Wasserbetriebe

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