Berliner Wasserbetriebe captures and manages its content with IBM

Summary

- **Industry**:
Utilities

- **e-business area:**
Content Management

- **Challenge:**
Track technical documents and make them more accessible.

- **Solution:**
IBM Content Manager solution acts as centralised document repository for electronic content.

- **Benefits:**
Easier access to critical information and elimination of hard copy costs.

Berliner Wasserbetriebe (Berlin Waterworks) is part of a large public institution that manages water supply and waste water disposal in Germany. The organization supplies water to 3.7 million citizens.

Document tracking

Berliner Wasserbetriebe needed a centralised repository for its technical documents. Keeping hard copies of its documents and plans was inefficient and error-prone. With an electronic content management system, the organisation could more easily keep track of its documents and make them more accessible. The ultimate goal was to improve the productivity of both office clerks and technicians, as well as speed up the repair and maintenance processes.

IBM Content Manager for efficient data flow

IBM and an IBM Business Partner, Startext, offered Berliner Wasserbetriebe a content management solution based on IBM Content Manager. Berliner Wasserbetriebe purchased one license of Content Manager for 30 users.

Leveraging the document management functionality of Content Manager, the solution - a J2EE Web based application – is capable of sorting, exporting, importing and displaying the library of documents. The system creates a document hierarchy with a visual representation of a tree structure. This structure is synchronised with individual documents and with the application's intuitive search functionality. These hierarchies are customisable through an editor module. Content Manager also provides an administrative module for management and maintenance of the system, which uses an LDAP server to administer user accounts.

Content Manager uses XML to link on the back end to SAP applications, which allows for the initial data migration and ongoing synchronisation of documents between the two systems. XML is used also for the export of documents to offline laptops and for e-mail notification. Documents are scanned into the system using Ascent Capture Version 5.

The Content Manager system stores approximately 80,000 documents per year, and the number is increasing. The documents include critical plans and documentation for water pumps, water stations, maintenance, and so on – in fact, everything that is needed to build and maintain a waterworks facilities.

Information on tap

With the new Content Manager solution, Berliner Wasserbetriebe's employees have easier access to critical documents. Not only can they access them from their desktops at work, they can use laptops to retrieve documents, enabling technicians to have information on hand during maintenance engagements.

Moreover, the company saves money by eliminating hard copy costs and simplifying maintenance of the documents.

e-business Solutions

business