

## SAP Customer Success Story

**“Stuttgart’s innovative GFM Igreen areas and forestry management] solution – which captured first prize in the Maintainer.SAP 2003 competition – links geographical data, a specialized third-party application, and SAP software for plant maintenance.”**

Hans-Jürgen Woide, Organization and Personnel Department, City of Stuttgart



### AT A GLANCE

#### Company Name

City of Stuttgart  
Germany  
www.stuttgart.de

#### Industry

Public sector

#### Key Challenges

- Costly, labor-intensive, paper-based methods for processing information
- Lack of integrated information

#### Implementation Partner

SAP® Consulting

#### Solution and Services

- SAP software for plant maintenance (functionality now available in mySAP™ ERP)
- GIS application and GIS-SAP interface from GEOBYTE SOFTWARE GmbH

#### Existing Environment

- SAP R/3® (now available in mySAP ERP)
- Software from the SAP for Public Sector set of solutions

#### Implementation Highlight

On-schedule implementation

#### Key Benefits

- Automated processes, leading to time and cost savings
- Elimination of redundant tasks
- Integrated information
- Flexibility to add further plant maintenance capabilities
- Ability to plan more effectively

## CITY OF STUTTGART

### AWARD-WINNING SOLUTION FOR GREEN AREAS AND FORESTRY MANAGEMENT BASED ON SAP® SOFTWARE FOR PLANT MAINTENANCE

The state capital of Baden-Württemberg, Stuttgart, was the first city in Germany to integrate its parks and cemeteries department’s geographical data and a specialized third-party application with the SAP® plant maintenance software that is available today in mySAP™ ERP. This resulted in an innovative solution for green areas and forestry management (GFM), which captured first prize for best plant maintenance solution in the Maintainer.SAP 2003 competition.

Known as “the green metropolis” on the Neckar River, Stuttgart offers an extensive range of green areas and parks to its 590,000 citizens. The parks and cemeteries department is responsible for the maintenance and administration of the city’s public green areas and parks, covering approximately 1,300 hectares. In addition, the city holds responsibility for the maintenance and administration of outdoor structures, some 500 playgrounds (including the playground equipment) in 23 city districts, and approximately 100,000 trees. But that’s not all: it also provides services to other departments and establishments that have open spaces. Needless to say, the parks and cemeteries department requires quick access to accurate information – both alphanumeric and geographic – so that it can efficiently perform these extensive services.



Until Stuttgart introduced the integrated GFM solution, it had no IT system that supported data entry and processing for the city's parks. The provision and distribution of information was costly and labor intensive and usually paper based. In short, the city needed a solution that would enable it to automate and streamline these processes. At the start of 2001, the Stuttgart municipal council gave the go-ahead for a comprehensive realignment of its IT infrastructure for this particular business area.

Stuttgart chose the SAP plant maintenance software for a couple of reasons. "It was important to us to have an open solution so that we could add further plant maintenance functions as needed," explains Hans-Jürgen Woide of the organization and personnel department, city of Stuttgart. "In addition, Stuttgart regards its choice of SAP software as the logical continuation of a long-lasting, successful relationship with SAP AG."

The city then opted for the mobile GIS application from GEOBYTE SOFTWARE GmbH to complete the GFM solution.

### **SIMPLE, EASY PROCESSING**

Unlike the ones that other city councils were using, the Stuttgart GFM solution offered a transparent online connection via a user-friendly interface. This meant employees would not have to keep switching back and forth between the SAP software and the GIS application to get the information they needed.

For example, once employees out in the field enter data (regarding green areas, outdoor furnishings, play equipment, and so on) into the graphics software system, it is transmitted from the interface to the SAP plant maintenance software every 60 seconds.

By mid-2002, the city had the graphics software up and running. In the beginning of January 2003, Stuttgart implemented the interface for transferring data between the GIS application and the SAP plant maintenance software – right on schedule.

### **UNIFORM DATA AND INFORMATION PLATFORM**

Today, city employees use mobile handhelds that are equipped with a digital map of the city and global positioning system (GPS) capabilities – to establish, for example, the exact locations of trees. Because Stuttgart's mobile GIS application integrates seamlessly and automatically with the SAP plant maintenance software, employees can complete their daily tasks more quickly and efficiently. They no longer have to waste time manually compiling data from numerous sources, which means the overwhelming mountain of paperwork they once had to contend with has been reduced to a minimum. All relevant data can be recorded, displayed, and processed easily, at any time, and from anywhere – with just a click of a mouse.

**"Integrated and transparent processes eliminate redundant tasks, while streamlined data maintenance and extraction ensure more efficient day-to-day business operations."**

Klaus-Dieter Graef, Project Manager, Parks and Cemeteries Department, City of Stuttgart

"Thanks to up-to-date evaluations and search results, green areas, outdoor structures, play equipment, and trees can be planned, maintained, and documented more efficiently," explains a satisfied Klaus-Dieter Graef, project manager, parks and cemeteries department of the city of Stuttgart.

Furthermore, other city departments can access uniform, comprehensive information using the GFM solution, enabling more informed decision making. For additional support, Stuttgart plans to integrate cost data with central financial accounting in the near future.