

WBD Modernizes Urban Sanitation With Intalio|bpms

*Integrated Process Solution Leads to Increased Citizen Satisfaction
and Reduced Operating Costs*



Customer	: WBD
Industry	: Waste and recycling
Product	: Intalio bpms
Application	: Improve Customer Service Management

Wirtschaftsbetriebe Duisburg (WBD) AöR is a community disposal company with about 1,430 employees and a yearly turnover of approximately € 216 Mi. per year. The WBD – AöR's business fields are: disposal, street

cleaning, city dehydrations, development / maintenance of playgrounds, maintenance of green areas, botanic and parks, crematoria and cemetery operations and also the whole maintenance of the city infrastructure.

intalio|bpms

*The Modern Way to
Optimize Business Processes*

Business Problem

Multiple media breaks, departmental information exchange and non-transparent issues regarding the status of a process affected the existing process related to the examination and allowance of road cleaning fees. Bigger delays due to faulty processing often also had a negative impact on quality of customer service management.

Besides, several complaints about the same reclamation object were getting redundant treatment because no suitable status

information about the topical course of a complaint process was given. Coherent notification of refunds, if necessary about several sections and/or several years, was worked on individually by different specialists and thus led to increased workloads.

Hence, the requirements for a process-supporting IT solution that would work with the central ERP system was considered critical:

The process solution must have access to the central info objects of the ERP system to avoid redundancy.

A status examination of the process must be possible at any time.

An automated re-submission should relieve the process partners.

The information in the treatment should be available to every process participant at any time.

The service must be intuitive and controlled by User Access Control (UAC).

The cost frame of the solution must remain manageable, however, the solution must be expandable and be applicable to any processes.

Intalio Solution

GENOBIS GmbH, Intalio Gold Partner, could solve the customer requirements successfully in the desired time frame and within the planned budget by the adoption of Intalio|bpms.

Apart from the technological understanding for SOA architectures and the

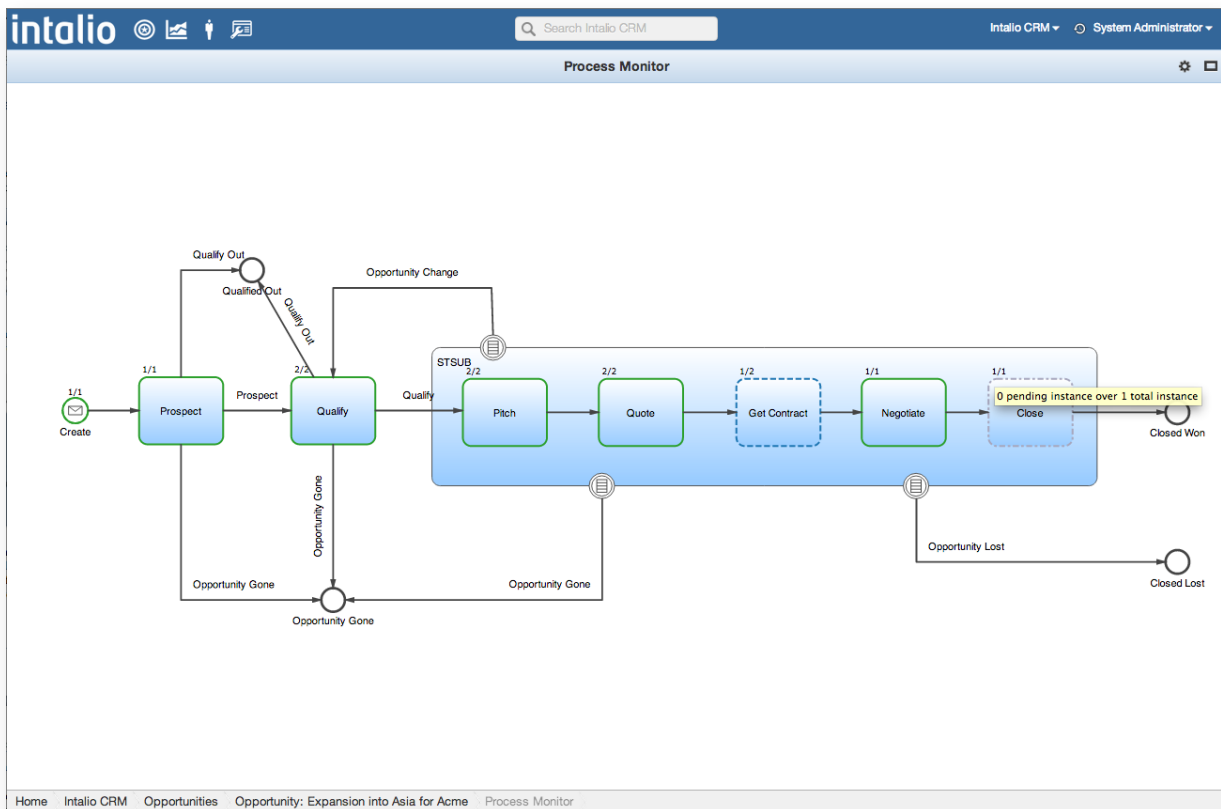
Intalio|bpms product-know how, the branch-specific knowledge of waste-management-processes of GENOBIS GmbH ensured the success of this solution.

Suitable workflows were designed with the BPMN-Modeling language in the Intalio Designer based on the standard SAP Waste

and Recycling installation and Webservices in the house of the WBD. The Intalio Designer generated the specific forms and masks necessary for the treatment in the processes and Ajax-Forms were also used. So, no more SAP Waste and Recycling based forms were needed. Although, using the standard SAP-web-services solved the access to the data of the central SAP-System, the process system itself ensured its own

database by the persistence of all data stored in the process.current antenna tilt information and update the information in CANRAD via Whisper.

For statistics and business activity monitoring, a separate data model was designed by using the Intalio|bpms internal database.



Intalio Impact: Transparency and Efficiency Led to Standardization & Improvement of Quality

This new solution provided all process-users a maximum of transparency. It prevented redundant activities and reduced process cycle times at the same time. Because of the seamless integration of the SAP-system by webservice orchestration along the processes into the Intalio|bpms media breaks

were not necessary anymore and the count of automatic workflow steps increased. Finally the efficiency of treatment improved and new aspects of business process reorganization were considered.

There is no further need for additional development and customization of SAP forms. The SAP system is used only from the standard. Also, the adaptation of Intalio|bpms have decreased development and support costs significantly.

The quality of customer service has noticeably increased by the supply of all information according to the process course and the allocation of information about the process circumstances. Waiting periods are unnecessary in the treatment and all process specific data are current at any time.

Thus, the customer-service "Payback of street-cleaning fees" was optimized by using Intalio|bpms. SAP-Web services were integrated into workflow and webform components of Intalio|bpms Open Source suite, so that a modern and user-friendly process solution could be provided. This solution was realized in the shortest time frame.

About Intalio

Intalio – The Modern Way to Build Business Applications. Intalio's suite of products enables businesses, large and small, to rapidly build business applications that are cloud-scalable and mobile-enabled to support an agile response to their market. Our standards-based software can be found powering over 1000 businesses including

some of the largest in the world like Deutsche Bank, General Electric, NTT, Irish Revenue Commission, Singapore Airlines, Facebook and Google. Intalio is headquartered in Palo Alto and has over 100 partners and world class investors. To learn more about building modern applications, visit www.intalio.com.

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