

Case Study | BVG - Berliner Verkehrsbetriebe

Digitization of internal request processing with Scheer PAS

Through digitization and automation of internal request processing, BVG has reduced the employee workload in this area by 60%. A user-friendly solution is helping with the digital transformation of the internal processes relieving employees of previously time-consuming but non-value-adding activities.

Challenge

- Internal processes such as relocations, vacation requests or applications for devices are characterized by media and system disruptions and the lack of IT support
- Dissatisfied employees as a result of complex forms to be filled, and slow processes
- Employees should be enabled to digitize processes themselves.

Solution

- Project "EasyUse": Digitization of internal request processing with Scheer PAS
- Process analysis, optimization, definition of the TARGET process and digitization of workflows and forms
- Integration into an employee portal
- Connection to existing IT systems
- Creation of business applications for each use case
- Process Analytics Dashboard as the basis for management decisions

Results

- ROI within one year
- Significant reduction in processing time for diverse processes
- Independence and flexibility through in-house development of additional business applications
- Integrated process digitization via a single platform
- Investment protection through integration into the existing IT landscape
- Sound basis for business decisions using analysis cockpit
- Harmonized processes



BVG - Berliner Verkehrsbetriebe

Berliner Verkehrsbetriebe (BVG) is the largest public transportation company in Germany. Of the approximately 1.5 billion local transport trips made in Berlin every year, 73% are made with the BVG. BVG keeps Berlin moving and serves an area of around 892 km². The modern service provider is facing the challenges of the future with innovative strategies. Compared to other international cities, the network density and the quality of public transport in Berlin is excellent and its 24/7 subway service is a global leader.

“From seemingly simple processes such as internal office moves, right through to complex processes such as the procurement of laptops and other devices, we can now digitize and automate all processes.”

CIO | Berliner Verkehrsbetriebe

Project EasyUse – Employee portal for internal request processing

Manual form processes cause a lot of work, they are nontransparent and prone to errors. The plan was to improve the situation by digitizing internal request processing at Germany’s largest public transportation company. With a user-friendly, inexpensive offering via the corporate internet, BVG managed to solve the problem and is now replacing more than a hundred paper-based processes and forms. The applications were created by the employees themselves and then made available to all other BVG employees via the internet.

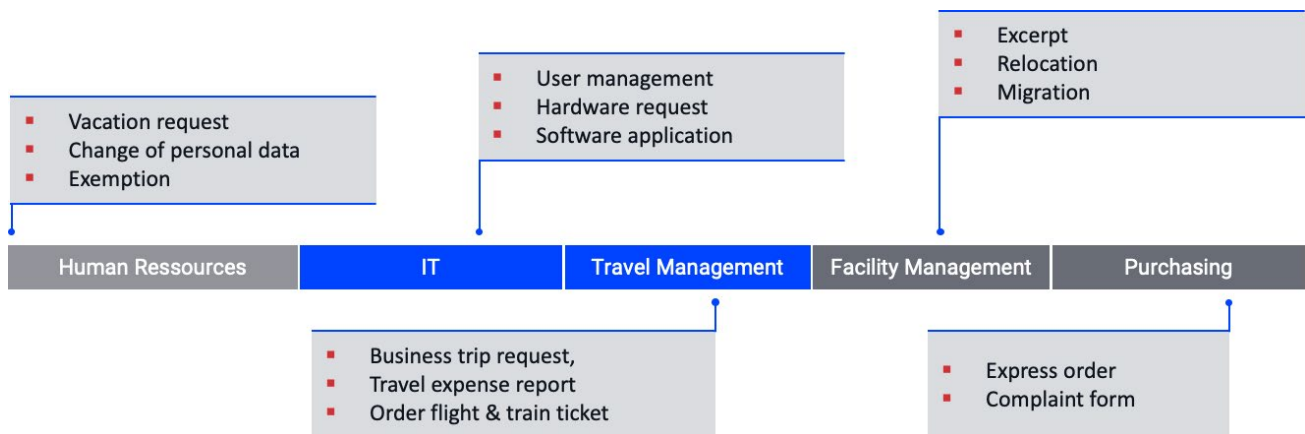
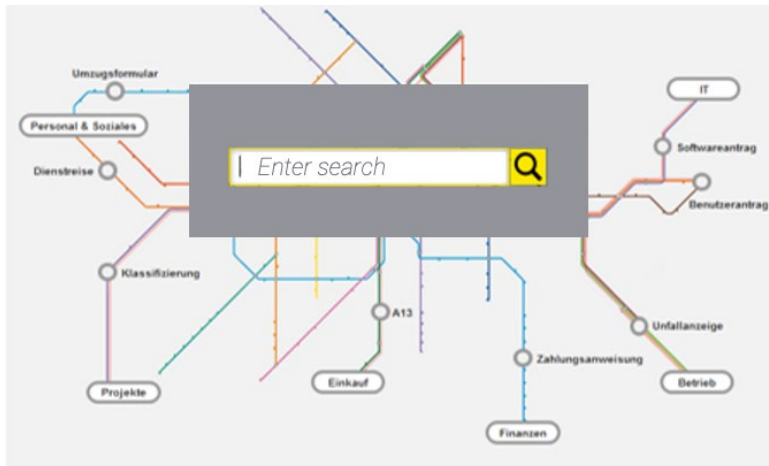


Fig. 1: Digitization of more than 100 request processes in various areas

With the replacement of the manual processes, it was possible to reduce the annual process costs by a six-figure sum, and throughput times and error rates have been massively reduced.



"The agility and user-friendliness of Scheer PAS were the crucial factors in the BVG decision."

CIO | Berliner Verkehrsbetriebe

 Status of forms	 My favorites	 All forms	 Approval
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About Scheer PAS

Scheer PAS is an innovative software company helping companies to implement necessary changes in processes and applications as easily and quickly as possible as part of their digitalization efforts.

Let's talk change!