

## Berliner Stadtreinigungsbetriebe AöR (BSR)

**BSR, a public sector leader, uses advanced Appian technology to improve its employees' work life. Appian partnered with Bechtle to develop an app that rapidly captures data from Berlin's municipal street cleaning environment, leaving Germany's capital in better shape.**

BSR is a service company responsible for refuse, street cleaning, and waste treatment. With about 6,000 employees, the company is one of the largest employers in Berlin and the largest municipal waste disposal company in Germany.

BSR keeps streets and squares clean and ensures safe roadways in winter. The BSR employees dispose of Berlin's household, organic, and bulky waste and are also responsible for emptying the recyclables bins in some areas of the city. BSR also operates the Berlin waste-to-energy plant, two biogas plants, and 14 recycling centers. It works closely with Berlin's senate and district administrations, as well as with water and energy suppliers.

Environmental awareness in Germany is high. BSR sees itself as an active shaper of the quality of life in Berlin, based on its core business areas of integrated urban cleanliness and sustainable waste and resource management.

### The challenge.

The BSR IT department was looking to increase agility by releasing faster applications to reduce SAP influence. Furthermore, adopting modern technology makes BSR an attractive employer, as such technologies will allow ambitious people who are interested in IT to contribute to digital transformation projects.

Public sector specialist Bechtle partnered with Appian to win a European-wide tender to implement a solution for BSR. BSR was especially interested in the mobile element of the solution with its user-friendly UI and native capabilities, as their staff works mostly on the road. The solution can also be deployed on many operating systems, including iOS and Android.

Initially, BSR wanted to have an on-premises Appian environment. Bechtle and Appian worked to illustrate an architectural vision for how BSR would save money by using a Cloud environment, they showed how the cloud removes the need to analyze system security and how Appian can quickly and easily connect to the SAP Cloud Platform with the latest SAP CPR standard middleware.

Bechtle also worked to add agile coaching services to support solution development. Working with BSR, an entire project team was formed to guide the daily tasks of the Appian BSR product owner. A significant number of employees in the BSR IT department were trained to work as Appian developers, and BSR continues to recruit people to work on their Appian projects.



#### Headquarters:

Berlin, Germany

#### Industry:

Community-Owned Company

#### Website:

[bsr.de](https://bsr.de)

#### Appian solutions:

Appian Low-Code Platform,  
Appian Services

## The solution.

Appian and Bechtle developed an application that coordinates the cleaning of stormwater inlets. For this purpose, Appian and Bechtle mapped the process landscape. The city of Berlin synchronizes the data on stormwater inlets across several SAP systems and integrates complex and partially outdated SAP systems.

Adapting data sources to application needs is sometimes difficult for customers like BSR because they have their own IT architecture. But Appian product features, with the included standard APIs and no need to migrate data, are a great advantage when customers want to achieve fast results on the business side without having to touch the existing IT landscape.



As a municipal company for urban cleanliness in one of Europe's largest cities and at the heart of the European digital economy, we work every day for a better Berlin. We want to make our city smart, diverse, and above all, a sustainable place for all Berliners.

We are happy to go down this path with Appian. Thanks to the smart platform, we can make our goals and values a reality faster, more inclusively, more agilely than before, with state-of-the-art cloud applications.

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BSR