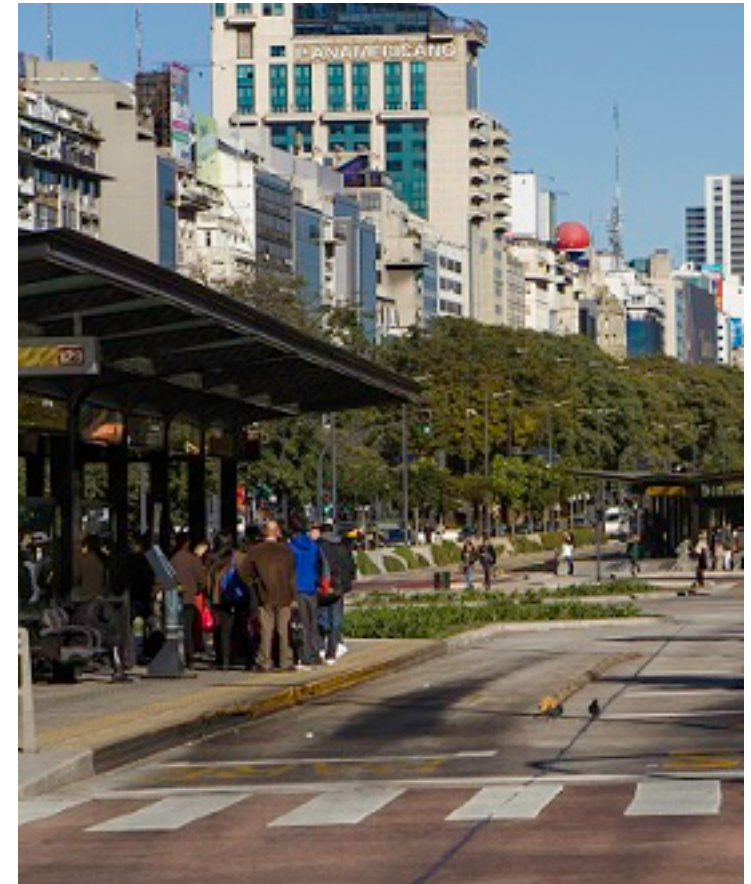


Gobierno de la Ciudad Autónoma de Buenos Aires: Staying Dry with Help from SAP® Solutions

Founded in 1580 at the mouth of the Rio Plata, Buenos Aires is subject to annual torrential rains. Given its aging infrastructure and dense population, flooding has historically been an issue. Clogged storm drains have slowed down the city, caused property damage, and even resulted in lost lives over the years. But recently, after three days of torrential rainfall, the city did not experience any flooding at all.

Using the SAP HANA® platform to analyze real-time sensor data from storm drains and SAP® Mobile Platform to ensure streets and drains are clear, the City of Buenos Aires is well prepared to mitigate risks caused by heavy rains. It is using SAP solutions to maintain its infrastructure, manage complex contractor and supplier relationships, elevate its services, and improve lives.



Picture Credit | Gobierno de la Ciudad Autónoma de Buenos Aires, Buenos Aires, Argentina | Used with permission.



Buenos Aires Ciudad

Executive overview

Organization

Gobierno de la Ciudad
Autónoma de Buenos Aires
(City of Buenos Aires –
Ministry of Environment and
Public Space)

Location

Buenos Aires, Argentina

Industry

Public sector

Products and Services

Public services for
approximately 6 million
citizens

Employees

Approximately 120,000

Web Site

www.buenosaires.gob.ar

BUSINESS TRANSFORMATION

Top objectives

- Manage resources that maintain over 700,000 assets, including streets and lights, parks, bus stops, drains, buildings, and bridges
- Quickly respond to service requests and improve trash collection
- Predict and prevent flooding and resulting damage and losses

Resolution

- Enabled the collection, monitoring, and analysis of real-time sensor data from storm drains, weather reports, and back-end SAP® software systems using the SAP HANA® platform
- Streamlined permit, supplier, and contractor management with the SAP Customer Relationship Management and SAP ERP applications
- Enabled monitoring of contractor performance and maintenance-related tasks with SAP Mobile Platform
- Enhanced and optimized IT infrastructure with SAP Mobile Platform and SAP Process Integration technology
- Provided mobile apps to inspectors

Key benefits

Clean streets, clear drains, and greater safety and transparency for citizens

TOP BENEFITS ACHIEVED

0 floods

After three days of torrential rain

30,000 storm drains

Kept clear

80% response rate

To infrastructure issues in 2014,
compared to 1% in 2009

>280,000 complaints

Resolved annually

~190,000 claims

For inspections investigated each
year

“SAP software technology innovation contributes to more efficient management of the city, simplifies our operations, and greatly improves the quality of life for all the people living here.”

Rodrigo Silvosa, General Director of Control Management for the Environment and Public Spaces Ministry,
Gobierno de la Ciudad Autónoma de Buenos Aires

© 2015 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://www.sap.com/corporate-en/legal/copyright/index.epx#trademark> for additional trademark information and notices. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.