Case Study

Digital Utility Line Registry Information Gemeinde Köniz

The Customer
The municipality of Köniz is located in the canton of Bern in Switzerland. With a well-developed infrastructure and a high quality of life, Köniz is an attractive location for residents and businesses.

The municipality is pursuing a clear strategy for the digitization of its administrative processes. The goal is to provide services more efficiently and to simplify access for citizens and professional users.

In the field of geoinformation, the Geomatics division plays a central role. In addition to maintaining and providing geodata, the efficient processing of utility cadastre inquiries is also among its key tasks. The continuous development of digital services forms an essential foundation for modern and efficient administrative processes.

https://www.koeniz.ch

Gemeinde Köniz



The Challenge
The municipality of Köniz faced the challenge of providing utility network data (water, wastewater, electricity, telecommunications, gas, and district heating) to residents and engineering firms involved in planning in an efficient and up-to-date manner. The Geomatics Department of the municipality of Köniz processes approximately 500 requests for planning information each year.
The existing process was highly manual: requests were received via email or phone, and data had to be compiled from various systems and processed in several steps.
Providing a single set of planning information took several hours and required numerous manual interventions.

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The Solution

The FME platform has been used to implement a seamless, end-to-end process for providing digital utility line data. FME Form and FME Flow enable the automated processing of requests as well as the integration and preparation of geodata.
Users submit their requests in a structured manner via a web-based form. Once submitted, FME Flow manages the automated processing of the request and centrally coordinates the necessary processes. FME Form handles the technical processing of utility data from various sources, organizes it into a uniform structure, and ensures the desired data quality.
Based on this, the required extracts and maps are automatically generated in the desired formats, and the results are delivered via email. This interaction between FME Form and FME Flow creates a fully automated and scalable process.
As a result, the municipality of Köniz can process requests efficiently, in a standardized manner, and with significantly reduced manual effort.

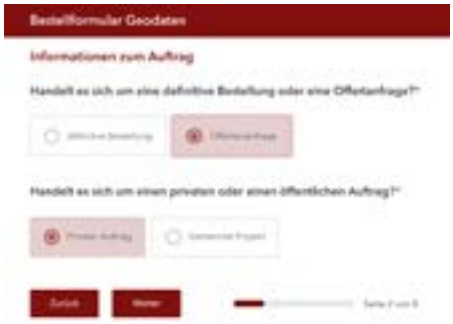
Customer Feedback

«FME Flow and Form enable us to automate and digitize many of the municipality's processes. Whether it's data updates, backups, data inquiries, data transformations to external systems, or much more—the possibilities are endless. Many processes that used to require a great deal of manual work and were therefore prone to errors can now be monitored, scheduled, and carried out automatically. Another major advantage is that our employees can use FME after a short training period, even without any programming knowledge.»

Alexandra Blatter
Gemeinde Köniz
Department Gemeindebetriebe

The Technology

- FME Form as a Key Tool for Data Integration, Transformation, and Quality Assurance
- FME Flow for automating, orchestrating, and deploying workflows
- ArcGIS Enterprise as a central GIS infrastructure for data storage and delivery
- Survey123 as a user-friendly front end for the structured collection of inquiries



Benutzerfreundliche Lösung: Das digitale Bestellformular Geodaten der Gemeinde Köniz.

Summary

By using FME Form and FME Flow, the municipality of Köniz was able to successfully digitize and automate its utility network registry services. Processing time was reduced from several hours to just a few minutes, and data quality was ensured.
The result is a scalable, automated, and user-friendly solution that both optimizes internal processes and offers external users significant added value.

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