

# Digitally transforming utility operations in Germany with automated data sharing

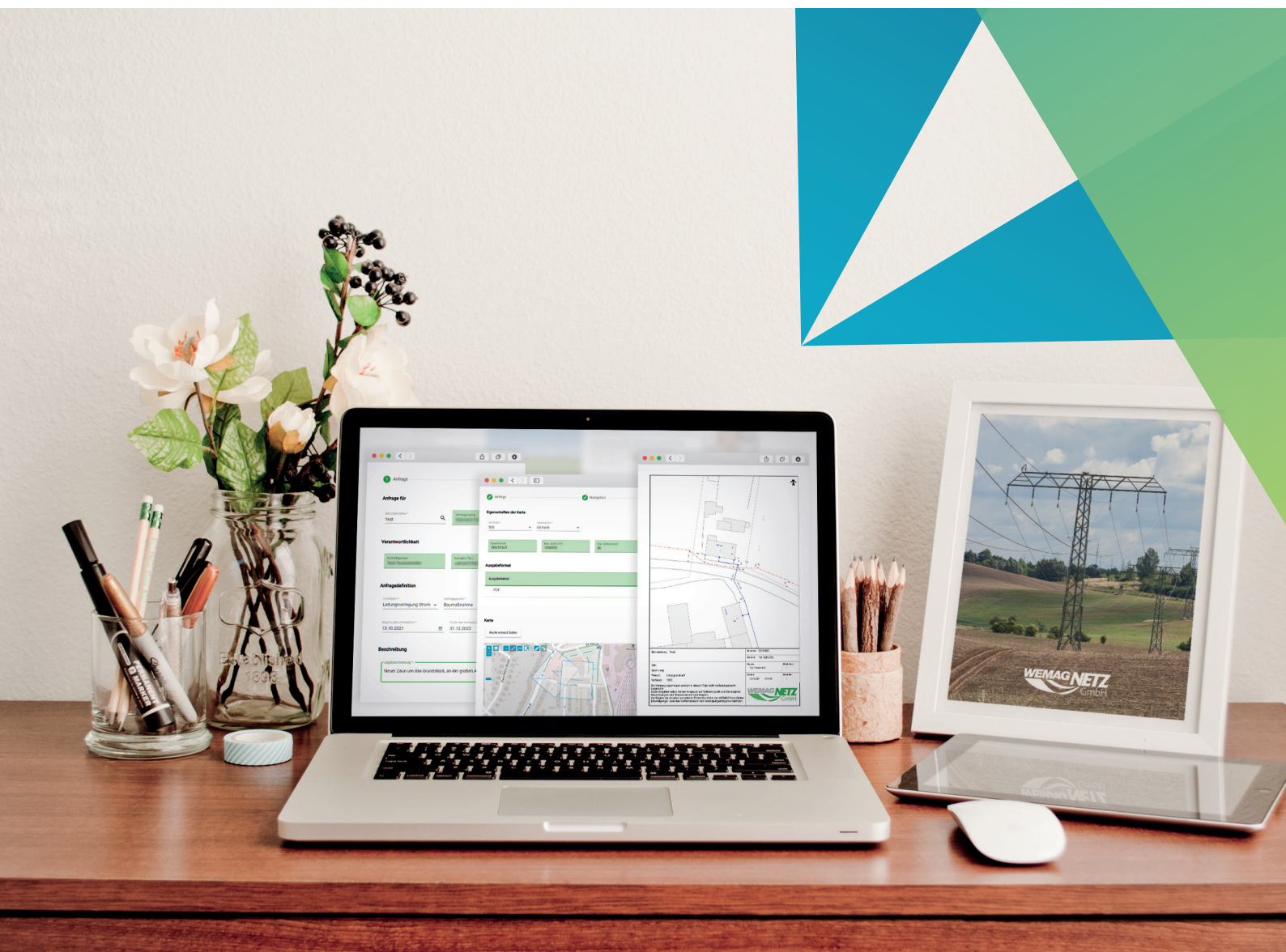
## WEMAG Netz GmbH implements GIS mapping solution for authorities and customers

WEMAG Netz GmbH operates an electrical energy supply network that serves 179,000 customers in West Mecklenburg and parts of Brandenburg and Lower Saxony in northern Germany. The company's network infrastructure includes more than 15,000 kilometers of lines and covers approximately 8,000 square kilometers. Renewable energy from hydropower, wind power, biomass and photovoltaic plants is also fed into the grid.

The provision of maps and additional information related to underground pipes and cables is an integral service offered by WEMAG. Construction companies, planning offices, local authorities and even customers building new

homes need to know the locations of underground pipes and cables before planning and building projects begin.

However, the process to provide this information was labor-intensive. Requests for line information were received manually by telephone or in writing. Employees then had to process and answer each request, occupying many of their working hours with tedious tasks. As part of WEMAG's digital transformation efforts, the company needed an easier way to share the location of electrical lines and network assets with municipalities and others to reduce costs and improve efficiency internally and for customers.



## Easy access to critical information

WEMAG's network model is the definitive source of information about the utility network. Being able to leverage the network model was key to this effort, so the company worked with Hexagon to implement a solution to easily share that data via a web portal.

Powered by Hexagon's HxGN NetWorks B4UDig I Portal, WEMAG's web portal enables utility and grid operators to provide planning information efficiently and securely. It automates the process of requesting and receiving map information and provides secure, effective and cost-saving map services via the internet. With the portal's uniform, integrated workflows, line and system data is easily accessible for all users. The system also ensures automatic documentation of information processes in compliance with regulations.

## Benefits of digitalization and automation

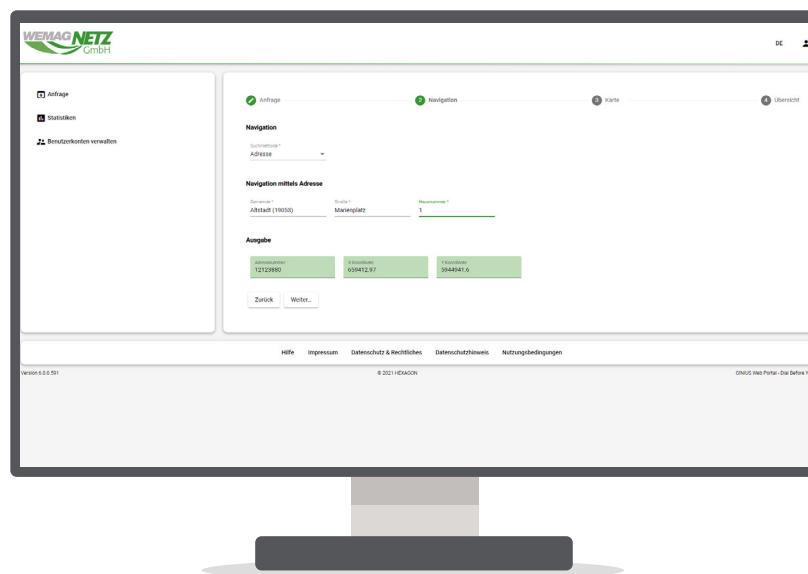
With the portal, WEMAG can efficiently and affordably offer these map services. The portal is designed to allow WEMAG users to provide planning information securely via the internet while documenting entire information processes. It's easy to access and intuitive, with complete

history management and the ability to tailor workflows to changing needs. Users can also produce various statistical analyses, archive plots and monitor standard reports and metrics thanks to the consistent tracking of data for each request.

Because the portal is always available online and performs around-the-clock processing of information requests, wait times and personnel costs are significantly lower than with the previous manual process. External users similarly benefit. The time between requests and results has dropped significantly as customers and others can now easily request information online and retrieve it instantly as PDF documents.

One-hundred percent of requests have since been handled by the portal, and 80% of requests are processed automatically, generating major efficiency improvements.

"The web portal has been running smoothly without any disruptions," said Robert Wanja, network data group leader at WEMAG. "Hexagon's portal runs consistently and reliably. It is continually updated with small improvements as opportunities arise, so workflows are constantly refined. This has resulted in improved efficiency and reduced costs."



After successful registration, those requesting information can independently and intuitively create line information in the network area of Wemag Netz in the web portal in simple steps and then download it as a plan in PDF format.

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