

URBAN INNOVATION

City Innovation & Transformation

Jens Romaus, SVP Public Sector, SAP Urban Matters



SAP

Global middle class growing from 2B to 5B by 2030

Business and personal lives have been blurred

More data in last 5 years than entire history of mankind

More mobile devices than people

15 Billion connected devices by 2013

1 Billion people engaged in social networks



Unprecedented empowerment of people

Governments can fundamentally transform themselves by **using these connections** to their advantage

Governments do require **new strategies** for resource optimization, innovation and service delivery

Governments have **breakthrough opportunities** when unlocking the secrets inside government data

Rapid

URBANISATION

7.3B
In 2013
9B
By 2045
POPULATION

3.6B Today
75% by **2050**
URBANISED



- ↑ CHINA
- ↑ INDIA & SEA
- ↑ LATIN AMERICA
- ↑ USA
- ↓ Europe

GOING URBAN

DEMOGRAPHICS
LIFE EXPECTANCY
AGE MOBILITY
COHESION
GENDER

Smarter

ECONOMY

29%
GLOBAL GDP
120
CITIES

600
CITIES BY 2025

15B
WEB-ENABLED DEVICES

60%
GLOBAL GROWTH

POWER SHIFTING
CRISIS
DEBT

NEW BUSINESS MODELS
INNOVATION LEADERSHIP

PEOPLE

Power

CONNECTED

EXPECTATION

ENGAGEMENT

5B

EMERGING MIDDLE CLASS

EDUCATION

QUALITY

EMPLOYMENT

SAFETY & SECURITY

1B

IN SOCIAL NETWORKS

MORE **MOBILES** THAN PEOPLE

GROWTH

Sustainable

75%
CARBON EMISSIONS

CITIES USE
80%
GLOBAL ENERGY

GO GREEN

INFRASTRUCTURE
RESILIENCE
ENVIRONMENT
CLEANLINESS
RESOURCES

WATER
ENERGY
WASTE
HEALTH



RECYCLING

Vision & Strategy



Living



Government

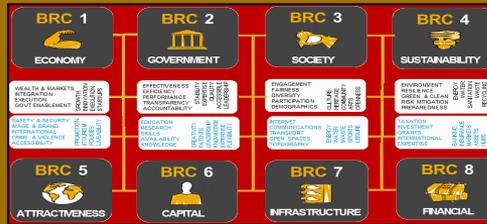


Economy

The 'City' Business



Best Run Benchmarks



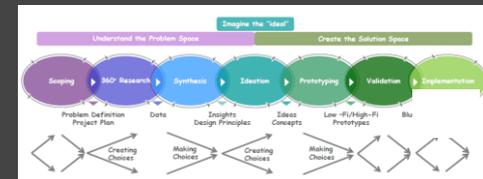
- ✓ Economy
- ✓ Government
- ✓ Attractiveness
- ✓ Society

- ✓ Infrastructure
- ✓ Capital
- ✓ Finance
- ✓ Sustainability

Key Solution Areas



Design Principles



URBAN INNOVATION: APPLYING DESIGN PRINCIPLES

ENGAGED COMMUNITIES

OPEN
TRANSPARENT
CONNECTED
COLLABORATIVE
INCLUSIVE
TRUSTWORTHY

EMPOWERED USERS

PEOPLE
PROCESSES
DELIVERY
STANDARDS
ACCESSIBLE
PERSONALIZED

GOOD GOVERNANCE

STRATEGY EXECUTION
PERFORMANCE
EFFICIENCY
SUSTAINABLE FUNDING
ACCOUNTABLE
OPTIMISED

URBAN RESILIENCE

ANTICIPATION
PREVENTION
PREPAREDNESS
RESPONSIVENESS
RESOLUTION
RECOVERY

SERVICE INNOVATION

PRODUCTIVITY
REAL TIME
CONTEXT
PREDICTIVE
ANYTIME
ANYWHERE

SAP

URBAN INNOVATION: Governance

BOSTON ABOUT RESULTS

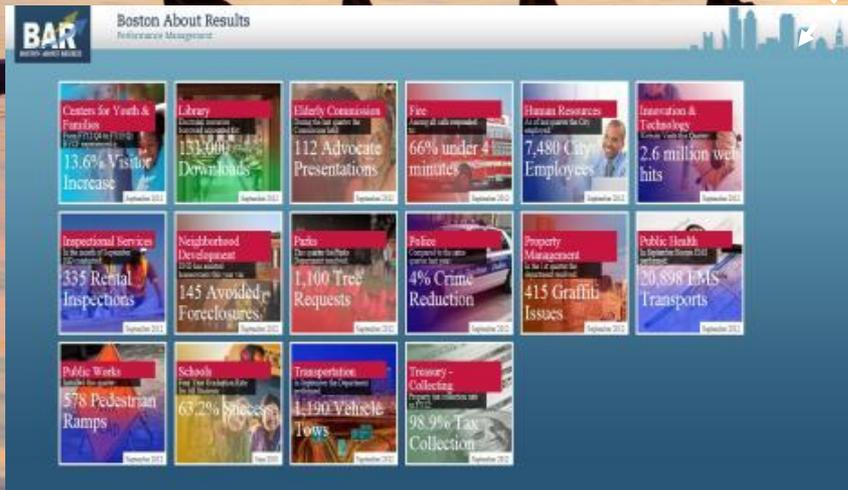
CITY SWOT ANALYSIS

MEASURE & MANAGE

ENGAGE & INTEGRATE



GOOD GOVERNANCE



URBAN INNOVATION: Empowering

MUNICIPALITY OF
PUNE

TREE
CENSUS

DISRUPTIVE

REAL TIME &
PAPERLESS

EMPOWERED
USERS



Back 3:29 PM 95%
Create New Tree

Tree Image >

Tree Scientific Name > Ficus religiosa Linn

Tree Name > Pimpal

Landmark > vashi

Tree Condition > Normal Growth

Tree Stage > Inspection

Latitude > 19.064794 Longitude > 72.990562

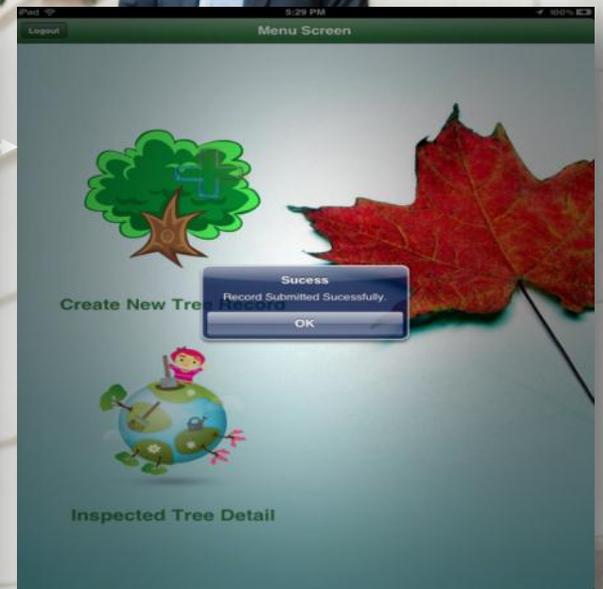
Inspection Date > 21-09-2012 Inspection Time > 15:28:55

User Name > sapAdmin

User Mobile No. > 8109808814

INSPECTOR'S Name > Vashi

Submit Cancel



URBAN INNOVATION: Engaging

ENGAGED COMMUNITIES

Chris Moore
Chief Information Officer, City of Edmonton

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City Government

2012 Municipal Census
Budget & Taxes
City Organization
City Vision & Strategic Plan
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Elections
Facts & Figures
Heritage, Archives & The Arts
Innovation & Innovation
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News & Media
Livable Hours
2012 News
December 2012 News

City of Edmonton's 311 is #1

May 02, 2012

The City of Edmonton's 311 call centre has been recognized as the #1 medium-sized call centre in North America.

BenchmarkPortal ranked Edmonton 311 as the top call centre for efficiency and effectiveness when compared to call centres of the same size (100-250 agents). The organization, an international leader in the industry, rated call centres in the public and private sector in North America on measures such as call volumes, speed to answer calls and caller satisfaction.

"I think it's great that the City's 311 has been recognized as a call centre leader in North America," said Councillor Don Iversen. "I believe that our 311 agents play an important role in how the City delivers services to citizens."

311 opened in December 2008, offering citizens 24-hour telephone access to information and city services.

Related Links
311 Contact Centre



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Alberto Giacometti
The Kunstmuseum Wolfsburg is presenting a comprehensive overview of Alberto Giacometti's mature work in Germany ... more

Frequently visited sites
Dresden, Tallinn, Sankt...

Good to know
Weather

Welcome

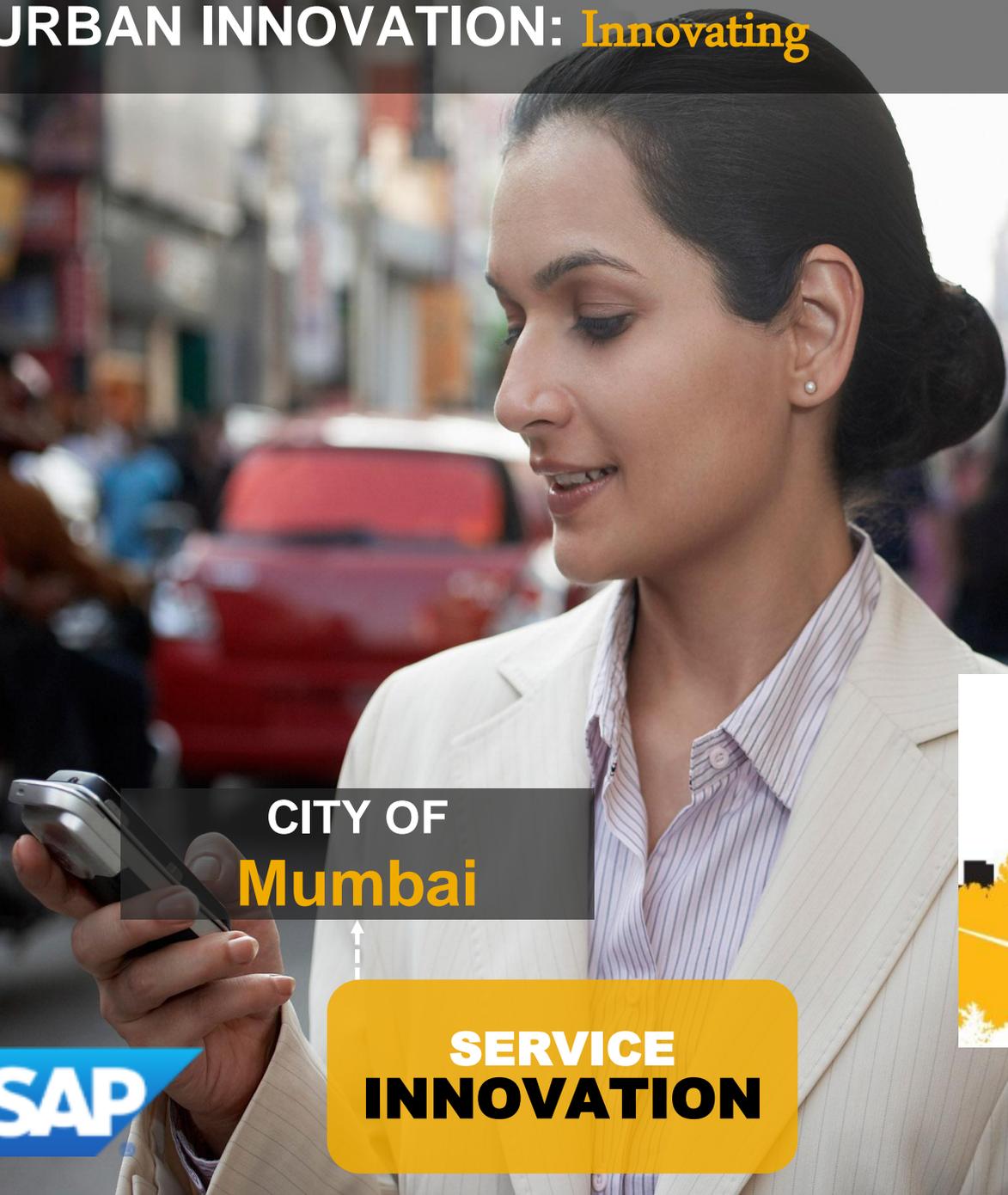
Do Business

Report Page

Weather

Company Director

URBAN INNOVATION: **Innovating**



CITY OF
Mumbai

**SERVICE
INNOVATION**

SAP

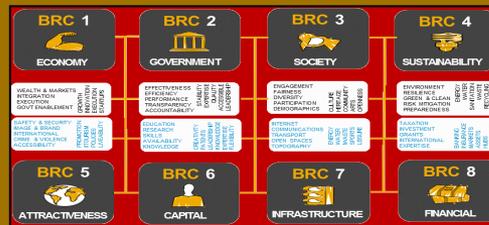
Vision & Strategy

SAP URBAN MATTERS

The 'City' Business



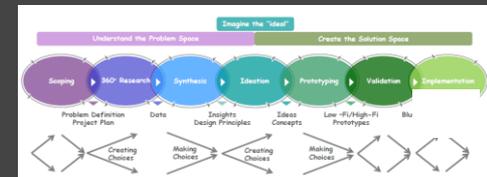
Best Run Benchmarks



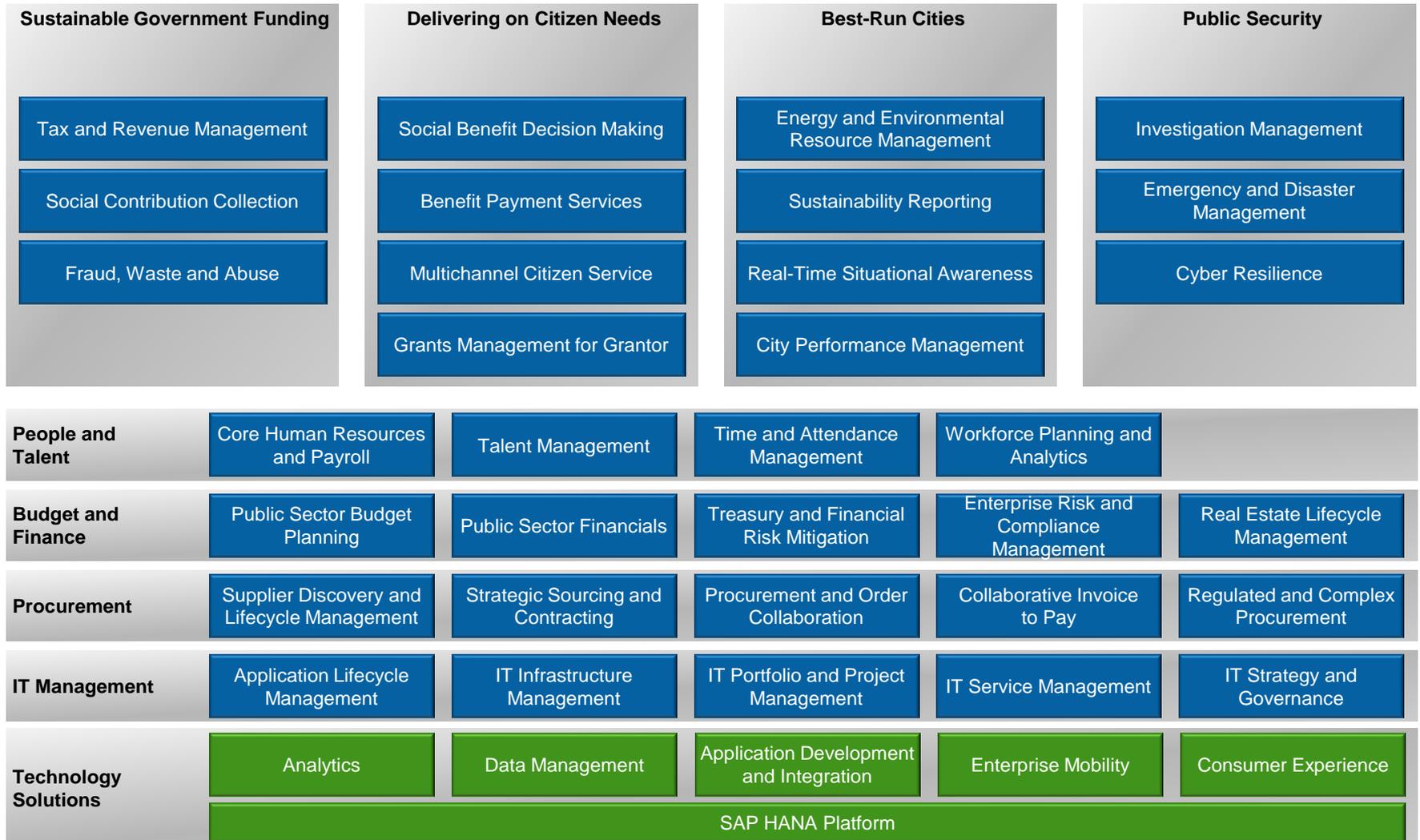
Key Solution Areas



Design Principles



SAP solutions enable **citizen-centric government**



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