



## Jungfraubahnen Management: Running Europe's Highest Train Station with SAP® BusinessObjects™ BI Software

Each year, more than a million tourists – many of whom travel from as far as Asia – take the Jungfrau Railway to Switzerland's Jungfrauoch, a mountain ridge boasting an elevation of over 11,000 feet at the very roof of Europe. The trains are run by Jungfraubahnen Management, the country's leading mountain railway operator.

In railway operations, transparency regarding the status and utilization of resources is of the utmost importance. That's precisely what Jungfraubahnen Management now has in a centralized reporting system based on SAP® BusinessObjects™ Business Intelligence (BI) software, Edge edition, which was implemented by certified experts from plus-IT. This system provides company executives with constantly updated information on the condition of their trains as well as meaningful staff-related key performance indicators. It also serves as a foundation for fast, sound decision making, which ultimately ensures that passengers find the unforgettable experiences they're looking for at such dizzying heights.



Picture Credit | Jungfraubahnen Management AG, Interlaken, Switzerland. Used with permission.



We make your business more intelligent.



# Full transparency in railway operations

## Company

Jungfraubahnen  
Management AG

## Headquarters

Interlaken, Switzerland

## Industry

Travel and transportation

## Products and Services

Tourism services, mountain  
rail travel, merchandising

## Employees

800 (2015)

## Revenue

SFr 179 million (2015)  
(€167 million)

## Web Site

[www.jungfrau.ch](http://www.jungfrau.ch)

## Partner

plus-IT AG  
[www.plus-it.ch](http://www.plus-it.ch)

## Objectives

- Enable automated data processing and efficient reporting
- Provide transparency based on a central analytics platform
- Automatically generate HR reports as well as status reports on train audits and inspections

## Why SAP

- SAP® BusinessObjects™ Business Intelligence software, Edge edition, scalable and flexible enough to adapt to changing requirements
- Partner expertise

## Resolution

- Decisions now based on current data, which is stored on existing intranet
- Optimized intervals in train maintenance and flexible personnel scheduling
- Constant monitoring of essential key performance indicators (KPIs) thanks to standardized views
- Option to enhance analytics functions with special KPIs
- Holistic support provided by certified experts from plus-IT

## Future plans

- Integrate additional source systems, such as for maintenance data and sales
- Create a KPI cockpit, and provide reports on mobile devices
- Enable analysis of ski-season data

# 30x

Faster reporting

# 200

Key performance  
indicators for analytics

# Consolidated

Reporting system from  
eight different sources of  
data

# Integrated

Single sign-on

---

“Our project was handled quickly, efficiently, and – thanks to the experts from plus-IT – with a high degree of professionalism. As we continue to carry our thrilled passengers to some of Europe’s highest elevations, our executive board is just as excited about having up-to-date reports and the flexibility to take on future challenges.”

Urs Kessler, CEO, Jungfraubahnen Management AG

---

© 2016 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.

