

Digitales Grab

Visiting and managing a grave anytime, anywhere

Many of us live in a different city, region, or even country than our family and friends. Staying connected digitally has become second nature — and this now also includes commemorating those who are no longer with us. Since 2020, every physical gravesite at the 46 cemeteries managed by Friedhöfe Wien GmbH has also included a “Digital Grave” as a fixed component, making grave administration faster and more efficient. At the same time, the digital grave provides a virtual memorial space for relatives around the world to grieve and share memories.

Today, the Digital Grave of Friedhöfe Wien GmbH has more than 18,000 users — with around 300 to 500 new users joining every month.

How it works

The “Digital Grave” is an online platform that enables both modern data management and a space for remembrance. Users can extend the duration of grave leases, update contact information, and more — all without having to visit the customer service office in person. With just a few clicks, they can order a candle to be lit at the grave by cemetery staff, with the option to receive a photo of the lit candle or a current photo of the grave. In addition, the platform offers a secure digital memorial space where family and friends can gather and share memories, photos, and videos of their loved ones. While similar digital services are already standard in other parts of the world, the “Digital Grave” by Friedhöfe Wien is unique in Europe, bridging the gap between the digital world and physical resting places.

The Big Picture

As digital services become a fixed part of everyday life, it is only natural that they also extend to grave care and remembrance. The “Digital Grave” enables family and friends to stay connected, no matter where they are in the world. It simplifies the administration and upkeep of graves, as regular in-person visits to Vienna are no longer strictly necessary. This ensures that relatives can manage and visit the gravesite digitally, anytime and from anywhere. Moreover, through the use of technology, it becomes much easier to preserve valuable memories and maintain a strong bond between the living and the deceased across the globe.

Quick Facts

- Solution area: **Processes, Social participation and engagement, Technological innovation**
- Administrative level: **Municipality, District, State**
- Solution process: **Digitization and technology, Public service, Smart City**
- Technology: **Information technology**