ELSA: Online statistics & data management

Managing data made easy

Wiener Linien operates Austria's largest regional public transport network, safely and reliably transporting millions of passengers to their destinations every day. To continuously maintain the high level of service their customers have come to expect, the company employs around 10,000 staff from 45 nations who speak 35 different languages. This generates a constant flow of figures, data, and facts that must be collected, processed, and communicated for both internal and external requests. The digital company platform ELSA (Electronic Statistics for All) makes statistics easily accessible to all Wiener Linien employees via the intranet.

How it works

As one of the city's largest employers, Wiener Linien is required—and entitled—to make a wide range of statistical data publicly available. At the same time, employees from all business areas also rely on countless internal indicators for their daily work—such as current staffing levels, the development of vehicle mileage in operations, or last month's ticket revenues.

With the introduction of the online statistics system ELSA as a central platform in March 2023, Wiener Linien has taken an important step toward the digitalization and automation of data and workflows within the company: Raw data from various departments are now automatically loaded into a central data pool and then displayed in Power BI dashboards via the intranet. These dashboards serve as the basis for external reports, brochures, and press releases produced by the corporate communications team.

The result? A significant improvement in the quality and consistency of available data across the entire company, while drastically reducing the manual effort required to collect and manage data.

The Big Picture

By using the ELSA online statistics platform as a central tool, Wiener Linien has optimized its internal data flows and processes while also making both its internal and external communication more transparent. And that's not all: Thanks to ongoing digitalization and automation, data collection has never been easier—allowing employees to save valuable time and focus on what really matters: ensuring smooth service for the millions of passengers who travel through Vienna's public transport network every day.

Quick Facts

- Solution area: **Processes, Quality assurance and certification**

- Administrative level: **Municipality**

- Solution process: **Digitization and technology, Public service**

- Technology: **Information technology**

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