Qlik Q

QlikView Business Discovery in the supply chain

Top solutions for the supply chain

- Executive insights
- Production insights
- Forecasting and planning
- Sourcing and supplier performance
- Regulatory compliance
- IT management
- Warehousing and distribution
- Transportation and logistics
- Merchandise management

> " QlikView's delivers true business intelligence because it takes a consumer interface approach to quickly and intuitively expose data in a business context. We chose QlikView as our Business Discovery platform because it delivers an enterprise-wide self-service BI solution. "

— Jeff Brzycki, *CIO, Autodesk*

QlikView Business Discovery in the supply chain

Manufacturing, consumer products and retail organizations globally rely on QlikView to empower business users and decision-makers, by providing access to on demand analysis, insights and business discovery.

QlikView is the leading Business Discovery platform, delivering true self-service BI that empowers business users by driving innovative decision-making. While QlikView can be applied to practically any business area, the Top Solutions for the Supply Chain highlight some of the most common areas that QlikView is deployed within the manufacturing, consumer products and retail industries.

Each solution includes examples of how business users have deployed 'QlikView Apps' within their enterprise to gain a competitive advantage in a particular area of the supply chain. QlikView Apps are not productized and supported solution templates but instead are examples of how QlikView can be implemented and tailored for your organization's needs. The following one-page solution data sheets are comprised of an overview and real-world customer stories. Examples of each solution can be demonstrated or shared by contacting your Qlik representative.

QlikView for supply chain: executive insights

Providing end-to-end visibility

Challenge

Business Discovery dashboards and scorecards can integrate large volumes of disparate data from many sources, while detailed visualizations reveal previously unseen trends and data associations.

Executive dashboards and scorecards provide end-to-end visibility of supply chain performance across multiple functions and disciplines, allowing executives to make better, more informed decisions. Significantly, it elevates the priority of the supply chain to the decision-makers at C-level.

Solution

Qlik and the partner community have built a number of 'QlikView Apps' to address and demonstrate capabilities related to this solution area.

QlikView for Executive Insights apps empower individuals and groups to make faster and better informed decisions by allowing them to:

- Gain executive insight into supply chain performance and monitor key performance indicators (KPIs) across multiple dimensions

- View and analyze data in real-time, across multiple and disparate data sources
  as opposed to having to wait for pre-defined reports, which don't support short term opportunity spotting and issue resolution

- Provide full scalability across all departments throughout the business, to allow analysis and the exposing of unseen opportunities from the C-level down

- Leverage secure mobile access to stay fully informed and make decisions on-the-go

Example: CFO dashboard app

" The impact of QlikView has been far reaching. Its simplicity of use and the valuable contribution it has made to business processes have demonstrated QlikView to be a strategic asset in our operations. "

— César Pérez, *Head of Business Process Office, Sony Europe*

Customer examples

- Superior Graphite – have developed dashboards covering multiple functions. "We never had the ability to analyze the data, we track our information practically in real-time. This allows us to analyze trends faster and find trouble spots quickly." *Michael Korin, Chief Information Officer, Superior Graphite*

- A Leading Canadian Oil and Gas Company – chose QlikView as their executive dashboard to gain operational insight into plant production, market analysis and financial performance

- BBS Food – QlikView executive dashboards show prospects precisely how they keep track of their end-to-end processes

- Pergo – QlikView executive dashboards provide visibility into all key areas of business performance

- SunOpta Fruit Group – "QlikView made a direct impact on companywide performance through improved visibility of inventory and customer margin, permitting speedy monitoring of financial performance by market and by customer enabling necessary quick adjustments to inventory, costing, production and pricing." *Gerry Watts, President, SunOpta Fruit Group, SunOpta Inc*

- A Global Food Manufacturer - uses QlikView is being used to improve reporting from a long-range strategic production planning system used for risk management scenarios, such as how would production and/or freight operations shift in the event of a workforce interruption or catastrophe involving one of its plants

QlikView for supply chain: production insights

Revealing trends and understanding trade-offs

Challenge

The plant is where materials are planned, received, stored, moved and transformed into finished goods. Manufacturing operations must deliver efficiency, cost reduction and quality.

Data, product and information flows are many and varied – shop floor and back office data needs to be consolidated and analyzed to identify opportunities to improve operational performance.

Businesses also need performance analysis in areas such as quality management, production planning, scheduling and control, waste reduction, asset management, plant efficiency and regulatory compliance among many others.

Solution

Qlik and the partner community have built a number of 'QlikView Apps' to address and demonstrate capabilities related to this supply chain solution area.

QlikView for Production Insights apps empower individuals and groups to make faster and better informed decisions by allowing them to:

- Access timely, accurate and consistent data from multiple sources to understand and manage performance
- Aggregate data and metrics using consistent definitions
- Analyze production trends, dynamics and Key Performance Indicators across multiple dimensions
- Monitor and evaluate production against plan
- Leverage secure mobile access to stay fully informed and make decisions on-the-go

> " QlikView, by letting us analyze and visualize our key data, provides us with the perfect basis for optimizing our manufacturing processes. "
>
> — Cheikh Ould Oudeika, *Manufacturing IT-Systems Siemens Turbomachinery Equipment*

Customer examples

- BBS Food – "Through QlikView we discovered insights into production output, for example a lowering or increasing of the temperature by one or two degrees could produce a few percent more end product. It goes without saying that a few percent of thousands of kilos constitutes a substantial cost saving." *Jaap Brokking, General Manager, BBS Food*
- Global Electrical Components and Systems Manufacturer – uses QlikView on the shop floor to give visibility into production schedules and inventory so that real-time decisions can be made by front line workers, speeding materials though the system, reducing waste and improving on-time delivery in support of its on demand, lean culture
- Pergo – uses QlikView for Six Sigma analysis, managing baseline quality for continuous improvement teams
- Leading Diversified Technology Manufacturer – uses QlikView to track and measure performance across multiple dimensions to analyze core quality data to support it's Six Sigma processes
- Adige Commercialcarta – has been UNI EN ISO9001 quality certified since 2004; the company believes that the application of QlikView to analyze and control data was crucial in obtaining this certification
- Furninova – comprehensive information from QlikView reports allows them to better assess and adjust product lines and production schedules to meet evolving customer and market trends

QlikView for supply chain: forecasting and planning

Increasing efficiency and product availability through collaboration

Challenge

Processes such as Sales and Operations Planning (S&OP) and Collaborative Planning, Forecasting and Replenishment (CPFR) require collaboration inside and outside the organization. They seek to plan the supply chain by balancing the needs of all participants with the end result being a normalized single plan for the coming period.

S&OP & CPFR are both processes that are underpinned by data, therefore participants need access to information and insights from multiple sources to make informed and timely decisions. This leads to improved responsiveness to consumer demand, driving forecast accuracy, inventory reduction, production capacity utilization and sales and profit growth.

Solution

Qlik and the partner community have built a number of 'QlikView Apps' to address and demonstrate capabilities related to this supply chain solution area. *QlikView for Forecasting and Planning* apps empower individuals and groups to make faster and better informed decisions by allowing them to:

- Access timely, accurate and consistent data from multiple sources to drive and inform the process
- Aggregate data and metrics using consistent definitions
- Have clear visibility of the plan and outcomes for executive meetings and onward communication through intuitive dashboards
- Monitor and evaluate progress against the plan
- Leverage secure mobile access to stay fully informed and make decisions on-the-go

> " Availability is our primary customer value. We deliver our products throughout Europe within 24 hours. To do this we need total control over our processes. To us, this is what QlikView is all about. "
>
> — Lars Emilsson, *Project Manager, Systemair*

Customer examples

- Pergo – use QlikView to support Supply Chain Analysis to ensure product availability in store by better managing logistics data and proactively identify potential out-of stock situations through more accurate inventory analysis
- Amcor – QliKView technology lifted delivery in full on time from an average of 81% to 95% in 3 months
- BBS Food – saw a 50% improvement in inventory forecasting across 850 products representing 4,500 SKUs
- Beckett Associates – "QlikView allowed us greater visibility of data than we ever imagined. Now, we are able to effectively manage our inventory gain visibility into what products were being sold in retail, what was being returned and what products could and could not be used" *Heather Sterk, IT Director, Beckett Associates*
- Global Food Manufacturer – uses QlikView for its sales and operations planning, inventory management and supply chain businesses, analyzing sales, production, inventory and customer lead time (backlog) plans. QlikView improves food and product delivery, reducing overall costs.

QlikView for supply chain: sourcing and supplier performance

Building long term partnerships

Challenge

Businesses continue to consolidate the supply base into fewer, larger strategic suppliers as a means of reducing costs and guaranteeing both quality and continuity of supply. Suppliers are collaborating across a broader scope of activities from development and sourcing to manufacturing and distribution so partnerships are developing with an increasing need for data and information exchange in addition to structured performance measures and indicators.

Visibility is fundamental for efficient procurement. Not only can it ascertain what is being bought and from whom, but more pertinently, it can help answer the question: "Are we buying in the right way?"

Solution

Qlik and the partner community have built a number of 'QlikView Apps' to address and demonstrate capabilities related to this solution area.

QlikView for Sourcing and Supplier Performance apps empower individuals and groups to manage complex supplier relationships to the benefit of all parties by allowing them to:

- Consolidate relevant data into one view, improving forecasting, security and inventory accuracy, resulting in more informed, and therefore better, buying

- Identify opportunities to consolidate supply base

- Monitor buyer productivity

- Improve supplier negotiating capability

- Continuously evaluate supplier performance against agreements and use this to inform future SLAs and contracts

Customer examples

- Atlas Copco – uses QlikView to fully evaluate supplier performance scorecards

- Lifetime Brands – created a complete, single view of all past and present supply chain data. Employees are now able to perform consolidated analysis of vendor performance. "This agility has made a tremendous impact on our overall operational efficiency." *Clifford Siegel, Senior Vice President, Global Supply Chain, Lifetime Brands Inc*

- British Sugar – used QlikView to avoid a 5% cost increase from a supplier of hire cars

- Hauni – used QlikView to deliver a Procurement Cockpit for flexible analysis of supplier quality and performance to support supplier assessment

Example: supplier spend analysis app

" QlikView will show our managers who may be buying with 1,000 suppliers how they could be working with just 100. "

— Dave Richmond, *Business Development Manager, British Sugar Group*

QlikView for supply chain: regulatory compliance

Accurate assessment and improved compliance

Challenge

Manufacturers need to meet government regulations in many areas of their business operations. Most require not only documented procedures, but also detailed records to prove that the plant or process is in compliance. The scope of legislation continues to grow with companies needing to track and validate design, production, distribution and service information on a global basis, through all stages of the lifecycle, both internally and externally to the organization. Regulations on hazardous substances, recycling, product information, traceability and labelling all impact many manufacturing sectors.

Data, plant processes and training records must be maintained to avoid potential fines or plant closures. The growing demand from consumers for manufacturers to act in an environmentally correct manner and to expect responsible behavior from brand owners is one of the key drivers of tighter regulatory control over the industry.
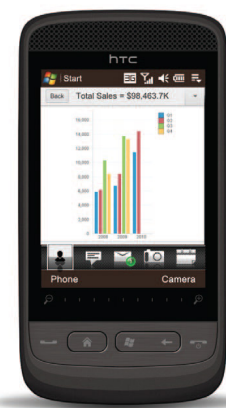
Solution

Qlik and the partner community have built a number of 'QlikView Apps' to address and demonstrate capabilities related to this supply chain solution area.

QlikView for Regulatory Compliance apps empower individuals and groups to make faster and better informed decisions by allowing them to:

- Access timely, accurate and consistent data from multiple sources to support the auditing process
- Aggregate data and metrics using consistent definitions
- Confidently handle huge data volumes and structures
- View an updated "single version of the truth" which can be analyzed and shared from the CEO down throughout the organization quickly and securely based on roles

Customer examples

- BBS Food – "We use QlikView to control quality monitoring throughout the entire production process. European food safety guidelines require us to provide a very rapid insight into data on the food chain to customers and using by QlikView we easily meet the certification requirements. All the major European market players have thus come to regard us as a reliable partner, contributing to a doubling of turnover since 2005." *Jaap Brokking, General Manager, BBS Food*

" Thanks to QlikView, we have complete control over all our business processes, including tracking and tracing. The ability to perform daily analyses allows us to adjust easily and achieve dramatic cost savings."

— Jaap Brokking, *General Manager, BBS Food*

QlikView for supply chain:
IT management

Ensuring effective allocation of IT resources

Challenge

Constantly evolving technology and market changes place increasing demands on IT departments while manufacturers are focused on reducing costs; meaning all IT investments must show a justified return on investment.

IT departments are responsible for managing assets, monitoring systems and service level agreements, rationalizing licence inventory, managing project portfolios and other technology initiatives. Many manufacturers operate globally and must scale technology assets and staff numbers up and down, while ensuring employees are fully equipped to be successful.

Properly managing this process and controlling costs requires an effective IT management solution, and frequent communication across departments and organizations.
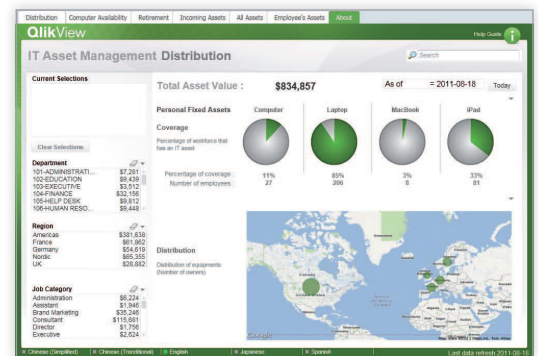
Solution

Qlik and the partner community have built a number of 'QlikView Apps' to address and demonstrate capabilities related to this solution area.

QlikView for IT Management apps empower individuals and groups to make faster and better informed decisions by allowing them to:

- Manage performance of service, SLA's and resource efficiency including cost per call, cost per server, employees per server etc
- Manage capacity measures such as GB per user, growth per month, type of growth and bandwidth
- Use customer service as a key differentiator and provide detailed analysis of Governance across compliance, security and data loss prevention
- Monitor inventory of both fixed assets and licences and perform comparative analysis of upcoming new hires and planned recruitment positions to foresee the future needs
- Implement and roll out new analysis capabilities on time and within budget

Example: IT asset management app

> " QlikView has made my team look like heroes. With it, we are able to give everyone – from top management to line managers on the plant floor – the tools and ability to make decisions based on data, not hunches. And we do so within days, sometimes hours. "
>
> — Todd Graham, *IT Business Analyst, US Synthetic Corporation*

Customer examples

- Atlas Copco – garnered significant annual IT cost savings
- Lifetime brands – QlikView technology achieved a 99% reduction in time spent on sales-related reporting and reduced audit time from 3 weeks to 2-3 days
- Fila – QlikView deployment resulted in in-depth reporting, multi-dimension query capabilities. Also, the user-friendly interface required less IT support for inexperienced business users
- Top global organization – deployed balanced scorecards to 500+ leaders across the global IT organization, giving complete top-to-bottom visibility for process goals, people/staffing around IT services, project management and financial metrics
- WD-40 – reduced man hours required for analysis and reporting and minimized demands on limited IT resources through self-service analysis capabilities
- Sandvik – uses QlikView to monitor IT system capacity and usage to optimize performance and delivery

QlikView for supply chain: warehousing and distribution

Increasing visibility and efficiency

Challenge

Warehousing and distribution processes require the management of both assets and data to ensure products and partially finished products are available for assembly to customer order where and when required.

Holding inventory is a major cost, made worse if stock is in the wrong place and requires moving. Running a warehouse incurs heavy fixed costs so managing the variable resources well is important. Utilizing warehouse resources efficiently is key to a low-cost storage operation. Warehouse management uses and generates much data about movements and condition of goods. Many logistics companies own considerable assets and in some cases their business model includes making such resources available to others.

Ensuring warehouses and distribution facilities have the inventory they need at all times to fulfill demand quickly is critical for the organization to have the right mix and profile of facilities to cater for different product, customer or market needs.

Solution

Qlik and the partner community have built a number of 'QlikView Apps' to address and demonstrate capabilities related to this supply chain solution area.

QlikView for Warehousing and Distribution apps empower individuals and groups to make faster and better informed decisions by allowing them to:

- Access timely, accurate and consistent data from multiple sources to understand and manage performance
- Visualize how efficiently the total available storage potential is being used to understand the scope for performance improvement at current inventory levels
- Analyze warehouse and transportation fulfillment of orders and provide or suggest resolutions to meet delivery performance agreements
- Give visibility of warehouse constraints with the ability to analyze large volumes of data across related functional areas

> " With QlikView we measure sales indicators, warehouse movements, performance targets, materials required and invoicing among others, downloading them instantly and with absolute efficiency. "
>
> — Pablo Fortea Ortiz,
> *IT Manager, Pikolinos Intercontinental*

Customer examples

- Anji-TNT Automotive Logistics – "QlikView is crucial to our logistics operations because it saves 90% of our manpower in generating reports, it is three times faster in implementation than other vendors, and its integrated analytics enable us to quickly analyze our inventory, warehouse and supply management" *Sili Yuan, Director, Information Technology Department, Anji-TNT Automotive Logistics Company Ltd*
- Multinational Consumer Goods Manufacturer – uses QlikView to optimize shipments to their largest customers, analyzing the order patterns and order history before optimizing palletization, reducing delivery costs and improving margins
- Beckett Associates – "QlikView helped immensely with the integration of additional data sources from our acquired businesses. QlikView has enabled us to manage supply chain and react to trends as we see them. Without the help of QlikTech we would still be accruing unusable inventory in the warehouse." *Heather Sterk, IT Director, Beckett Associates*

QlikView for supply chain: transportation and logistics

Increasing visibility and efficiency

Challenge

Providing storage and transportation for goods involves managing both assets and information and accounts for around 30% of the cost of manufactured goods.

Transportation and logistics covers the physical movement of manufactured goods from one location or facility to another – or between suppliers and customers. It is a complex activity that increasingly crosses country borders and requires careful management to control costs and achieve on-time delivery. Logistics management focuses on making all movement efficient.

Transportation management focuses on selecting carriers or transportation methods to increase efficiency and capacity utilization. International trading requires the creation and management of paperwork to move materials and finished goods between country borders. An effective returns network is critical in ensuring provision for checks on warranties or other contracts with the customer, placing the returned products in a location for testing, evaluation and rework or disposal.

Solution

Qlik and the partner community have built a number of 'QlikView Apps' to address and demonstrate capabilities related to this supply chain solution area.

QlikView for Transportation and Logistics apps empower individuals and groups to make faster and better informed decisions by allowing them to:

- Access timely, accurate and consistent data from multiple sources to understand and manage performance

- Provide comprehensive insight into costs, inventory and bottlenecks, enabling management decisions and action to drive efficiency

- Gain visibility on transport constraints with the ability to analyze large volumes of data across transport, warehouses, route planning, vehicle load and related issues

- Leverage secure mobile access to stay fully informed and make decisions on-the-go

Customer examples

- BBS Food – uses QlikView to manage complex distribution and delivery incorporating tracking and tracing which is critical to their industry. "The market wants transparent information on our entire production process, from purchasing to marinating and from cooking to packaging." *Jaap Brokking, General Manager of BBS Food*

- Global Food Manufacturer – uses QlikView to reduce transportation costs and improve matching warehouse staffing levels with need

- US-based International Retailer – problems understanding and analyzing merchandise transportation (air and/or sea) were solved through QlikView, with opportunities identified driving efficiency and improving availability

- International fashion business – uses QlikView to support end-to-end monitoring and analysis of key transportation and logistics statistics as well as tax, tariff and customs for cross border movements

- Multinational Consumer Goods Manufacturer – optimizes their shipments by using QlikView to analyze order history and patterns to optimize palletisation and reduce delivery costs

> " For us, QlikView has become a synonym for statistical analyzes and transparency. "
>
> — Uwe Hohl, *IT Manager, Nolte Möbel*

QlikView for supply chain: merchandise management

Internal collaboration to increase product category efficiency

Challenge

Retail, wholesale and consumer products organizations continue to face unprecedented pressure to maximize their return on inventory investments.

Supply chains are growing in complexity, with an influx of data and a demand for more-responsive relationships with customers who can choose to interact across multiple sales channels. Merchandise assortments need to be customized and tailored, requiring action able insight, anyplace and anywhere across product performance, margin and inventory at the product, category and store level. Understanding business mix across ranges and styles is critical to reduce inventory carrying costs while aligning product, placement, price and promotions to ensure maximum share of wallet is captured across customer buying patterns.

Solution

Qlik and the partner community have built a number of 'QlikView Apps' to address and demonstrate capabilities related to this supply chain solution area.

QlikView for Merchandise Management apps empowers individuals and groups to make faster and more informed decisions by allowing them to:

- Gain a complete understanding of category and product performance including sell-through rates to reduce out-of-stocks and markdowns, and to more successfully respond to customer demand signals across channels, categories, and seasons
- Manage at the shelf to maximize revenue, margins and in-stocks while removing costs and capital expense lock-ups across the supply value chain
- Compare sales history at the product and store levels across different time periods to rank and categorize specific categories and products to allow for best future forecasting
- Enable merchants to leverage secure mobile access to stay fully informed and connected and able to collaborate and make decisions while on-the-go

Customer examples

- Robinsons Department Store (a leading upscale retailer) – deployed multiple QlikView merchandising apps and now spends 50% less time to yield up to 80% more detailed merchandising, pricing, inventory and operational performance information
- A Leading Sporting Goods and Outdoor Specialty Retailer – uses their QlikView merchandising app to analyze costs of goods sold, gross margin, markdown and category level performance in its weekly merchant meetings with GMM, VPs and Directors
- A European Multi-National Do-It-Yourself Retail Leader – since implementing the QlikView for Merchandising solution achieved $1.75M in first year inventory savings by effectively aligning stock levels with actual sales trends

> " Users are very enthusiastic! They can finally access, view and analyze all the data required to offer the right products, at the right time, to the right audience, taking into account local trends, forecasts and external factors. It helps improve margins and profits at a time when operational costs are increasing, external market conditions are unpredictable and competitive pressures remain high. "
>
> — Jolanda Cloete, *Program Director – Business Intelligence, Intres Retail*

Qlik Q ®

Insight Everywhere

Qlik has offices worldwide with expert, friendly staff ready to help you drive smarter, faster decisions with QlikView.

For contact details please visit:

qlik.com/us/company/contact-us

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