



QLIKVIEW BUSINESS INTELLIGENCE

QlikView



CLIENT PROFILE:

KOREC Group is no stranger to innovation. They provide solutions to the transport and construction industries that ultimately play a vital part in everything from aiding traffic collision surveys to railway engineering and landscape mapping.

In 2013 they became the sole UK distributor to the rail industry of the Imetrum's Video Gauge, a new video monitoring system that can measure displacement and strain on materials, and were one of the first to launch a mobile 3D scanning system. Innovation has been at the heart of everything KOREC Group has provided over the past 40 years. With the technology they provide, comes the expertise and data from partners, workforces and a selection of different data sources.

QUICK VIEW:

PROJECT OBJECTIVES

- Better visibility of the business and the individual departments
- A view of business growth opportunities
- Improved data visibility
- Faster report generation
- Aligned business departments

RESULTS

- True visibility of business operations and growth opportunities
- Immediate benefits resulting in positive staff reaction
- Availability of more reporting options
- Departments can now use the same insight and data to make decisions

BACKGROUND:

KOREC had been manually processing and reporting from multiple data sources that included finance, ERP and CRM packages as well as numerous Excel Spreadsheets. This was both time and labour intensive and allowed for a greater chance of user errors.

As the business continued to diversify it was important that all areas of the business could align. And that time and expertise went into analysing the data that would improve the business rather than spending time gathering it.

Increased productivity

In such a fast-growing business that strives to offer customers the most forward-thinking solutions, it was imperative that their Business Intelligence solution mirrored this ethos, bringing together the individual business departments and increasing the visibility of the wider business picture.

The close relationship between K3 FDS and KOREC Group meant that, through consultation and listening to the customers business objectives, K3 FDS were able to identify the business benefits QlikView could provide to KOREC. This included the potential savings the business could make through cutting reporting time and allowing staff to get on with their own jobs to move the company forward. Aligning the different sides of the business could enable better knowledge sharing and more streamlined processes therefore increasing productivity. Allowing visibility of data would mean more informed and educated decision making which is ultimately driving the business forward.

Improved efficiency

In particular, KOREC were looking at how they could improve the efficiency of their delivery methods. This required mapping where they had made deliveries in a selected time period. Although the workforce had the skills to provide this overview, manually interrogating the data was estimated to take three weeks. K3 FDS took this example and worked up an analysis report for KOREC taking just thirty minutes to showcase how easily the data could be gathered and interrogated using QlikView. The speed and accuracy of this demonstrated to KOREC the level of increased productivity, better use of expertise within the business and the inevitable savings that could be made.

“We had concerns about whether it would be user-friendly enough for staff to buy-in to the new system, K3 FDS showed us how easy it could be to get what we needed in 30 minutes.”

BUSINESS REQUIREMENTS:



THE SOLUTION:

Pre-implementation engagement

The K3 FDS team brought key stakeholders from KOREC Group together to discuss and provide a demonstration of QlikView, with tangible examples of how it works, whom it would work for within the business and the output of data from different sources. The demonstration was completely tailored to KOREC and showed how easy the system was to deploy and to allow their team hands-on experience of navigating and managing the application.

One of the biggest concerns KOREC Group had was how their staff would embrace the new system - it was essential that QlikView had a positive impact. The team was keen for it not to become simply another application that burdened staff and they were also very focused on their internal expertise taking full control of the system from the offset.

To overcome this concern key departments were brought together from the start to offer their insight and needs from the application, allowing a full view of what was required. This included people from IT and finance amongst others allowing the K3 FDS team to tailor a live demonstration that would best showcase the opportunity for them. By using the most applicable scenarios the entire business was able to get on-side with the potential of what QlikView could do for them.

Dedicated training

The engagement with staff pre-implementation meant that needs and wishlists were able to be fulfilled using dashboards for different departments and areas of the business. The IT department had no trouble in installing the system and navigating through their data sources to import all of the necessary information.

A dedicated project manager from K3 FDS provided training with key personnel in the IT department at KOREC to empower them to navigate the system and get the best outcome.

“The guys don’t have to put anything additional in to use QlikView so they haven’t had any pitfalls here because it’s been only a positive experience.”

THE RESULTS:

Successful adoption

The consultancy and training from K3 FDS at the very start meant that key staff at KOREC Group really understood the application and were equipped with the knowledge to get the very best from it.

QlikView has now been rolled out across the business, with Sales being the final department. It was within this department that KOREC initially had the biggest concerns over “adoption” as it was imperative that the teams would fully embrace the application rather than it becoming a burden. The reaction from the staff has been thoroughly positive, utilising the application to cross check their activity on CRM, look at their revenue and forecasting. The team is able to plan and prepare with knowledge provided to them in quick and easy reporting from QlikView.

Increased visibility

Operationally, real-time reporting in the workshop allows for better visibility over inventory. This results in better customer communication and purchase planning, as the workshop teams no longer need to search for parts on various systems and in the warehouse. This aligns with the finance department who are also able to streamline their processes and be satisfied with the accuracy of data being provided.

QlikView has been a major success for KOREC creating opportunities through better Business Intelligence and empowering the teams through visibility and easier interrogation of data. Business decisions are made using more robust information with some surprising results that are shaping the business.

“Almost immediately quick-wins were seen through visibility of the entire business.”

WHAT IS QLIKVIEW?

QlikView is a Business Intelligence platform that turns raw data from a variety of sources into easy to understand information, driving faster, smarter decision making.

It uses Natural Analytics™ which is an intuitive way to search and process information. And you have the flexibility to explore all of your data and present it in a helpful format.

Small businesses to the largest global enterprises are uncovering insights and answering hidden business questions in an instant.

Key features:

- Make sense of any raw data that your business has access to
- Consolidates information and turns it into insight in a single application
- Presents information in smart dashboards, tables and graphs that are easy to understand and IT friendly.

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