

## UWV's QlikView Competence Center builds more than 50 applications in just 2 years and provides 1,650 people with reporting & analysis capabilities

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*Angelika Klidas, Team Manager QlikView Competence Center and part-time Business Intelligence teacher at Hogeschool van Amsterdam (Amsterdam High School), UWV*

UWV is an autonomous administrative authority and is commissioned by the Ministry of Social Affairs and Employment to handle employee insurances and provide labor market and data services. Dutch employee insurances are provided for through the legislative acts of the Unemployment Insurance Act, the Disablement Assistance Act for Handicapped Young Persons and the Invalidity Insurance Act.



UWV is a governmental organ that comprises of 16,500 Full Time Employees (FTEs), at approximately 190 locations across the Netherlands. Transparency, efficiency and short time to market are the key focus points. UWV insures over seven million employees in the Netherlands, employed by nearly 350,000 employers and the organ paid €19 billion in benefits to just over one million insured employees.

### Implementation span of days or weeks instead of months or years

It was towards the end of 2007 when the Human Resources (HRM) directorate, which is a supporting business service department within UWV, started the search

for a Business Intelligence (BI) solution. The volume of paper reports within the directorate was growing continuously, with each report being created manually with data from the personnel information management system. The departmental management team wanted to replace these reports, which were already dated the day they were distributed, with automated, 24/7, dynamic reports presented in an easy to use dashboard environment with slice and dice and drill down functionality.

After going through a review process, where UWV compared various Business Intelligence solutions, the majority of the votes went to QlikView. “The HRM department wanted to be able to respond immediately to questions about personnel: staffing, hiring, absence and sick leave. QlikView was able to provide users with the necessary insight, with far reaching drill down analysis capabilities. The most important reason for choosing QlikView was the short implementation period – days and weeks in comparison to months and years – and the user friendliness,” according to Angelika Klidas, responsible for the UWV QlikView Competence Center. “Right after the HRM team started using the first QlikView application, the office floors were buzzing with enthusiasm.”

As the ICT and the Facility Management business service departments also regularly dealt with the challenge of being able to respond quickly to information requests, they promptly decided to see what QlikView could do for them, resulting in new QlikView projects being initiated. The

## Solution Overview

### Uitvoeringsinstituut Werknemersverzekeringen (UWV)

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### Sector

Government

### Department

Service & Support, Operations, Supply Chain, Financial, HR, IT

### Location

The Netherlands

### Challenges

Replacing all paper and static reporting by dynamic models for reporting and analysis, directly tuned to the information requirements of the users.

### Solution

By using QlikView, the QlikView Competence Center has created, and manages over 45 Business Intelligence applications, from HR solutions to analyzing and optimizing the purchase and invoice process.

### Advantages

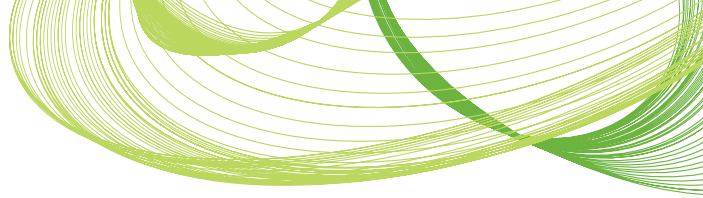
- The QCC has an open door policy so that all UWV departments can have access to dynamic BI reports and analysis tools.
- All Business Intelligence knowledge is centralized and applications are developed in accordance with standardized processes.
- Nowadays over 1,650 QlikView users at UWV spend 80% less time on collecting data than before.
- Because of their professional approach Dutch organizations deploying QlikView today are using the exemplary set-up of the QlikView Competence Center of UWV as a reference for their own Business Intelligence strategy.

### Source systems:

PeopleSoft, PView, MS Access, SQL-Server, Oracle, in-house developed applications.

### Hardware:

Windows 2003 64bit, 16 GB RAM, 50 GB memory



General & Technical Services department followed and developed an application called UWV Purchase, where the millions of purchase invoices were linked to the purchase orders, procurement contacts, cost centers and suppliers. “The application was built in just one month, but gave Facility Management five years worth of purchase intelligence. Successes such as these have enabled the rapid growth of QlikView applications within the business services departments of UWV”, says Angelika.

**QlikView Business Intelligence Competence Center**

In order to prevent an uncontrollable growth of reports, UWV decided to establish the QlikView Competence Center (QCC) at the beginning of 2009. Angelika Klidas, former project manager of the integration platform at the ICT support department, was asked to head up the Competence Center. She says, “QlikView was being used by different domains, divisions and departments at UWV. This created the need for the management of the reports and the development of the information models to be centralized – both of which needed to be entrusted to the ICT department.”

The objective of the QlikView Competence Center is to quickly comply with the organization’s need for management information through the development of QlikView applications. The QCC safeguards the build-up of knowledge around QlikView, develops standards and policies, creates a uniform development process and promotes re-use. The mission for all of the staff in the QCC is to quickly and flexibly deliver QlikView applications with a short time-to-market, to its internal customers. Angelika Klidas says: “Now knowledge is safeguarded, software components optimally managed, and processes, standards and methodology are developed and recorded.”

The advantages of the QCC are numerous. UWV knows it has a very short delivery time for analysis and reporting applications. The Proof of Concept is usually delivered within five working days and the

prototype, including relevant documentation, within three to four weeks. The result of the optimized organization, alignment and one way of working, is that all demands from users can be answered much quicker. In addition significant costs savings have been realized through uniformity and the sharing of knowledge.

**Single point of truth**

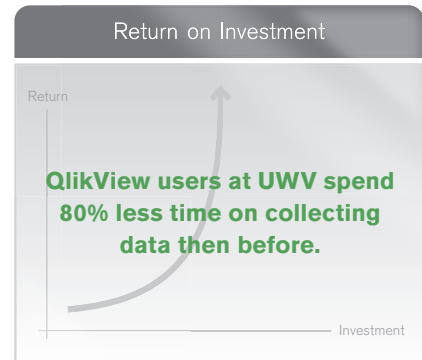
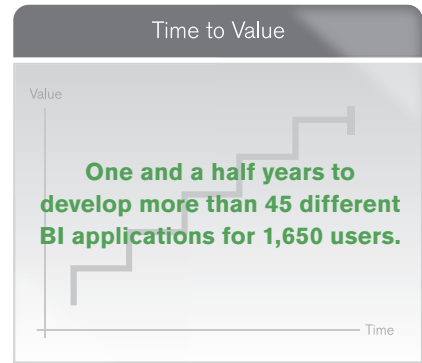
Although originally initiated as part of the ICT Business Services department, since 2010 the QlikView Competence Center works in close collaboration with the Data Warehouse department (DWH) of UWV. Angelika Klidas: “We have the same vision: making UWV an organization that is more intelligent through the use of Business Intelligence. We want to drive this doctrine further into the organization. In practice this is accomplished by developing intelligent applications using a combination of tools. Within this approach, QlikView allows for reporting and analyzing, in a simple, user friendly method. By having a single point of truth a consistent way of working has been established, as well as a shorter time-to-market. The organization has truly invested in effectiveness and efficiency.”

**Intermediate results after 1.5 years: over 45 new QlikView applications for 1,650 users**

Since it started 1.5 years ago, the QlikView Competence Center team has grown substantially. As of January 2011 ten FTEs now manage the development of seven to ten new applications at any given time. To further optimize collaboration, the QCC team is now part of the Data Warehouse team.

Since the creation of the QCC nearly 50 new QlikView applications have been deployed successfully and are now managed by the QCC. The number of users has increased from 485 at the outset in 2009 to 1,650, at the beginning of 2011.

The way in which the QCC has been designed and the proactive approach it applies to creating awareness at the management



level for knowledge management and BI as a process, is unique within UWV. In addition, the design of the QlikView Competence Center, with its dual role - a project dashboard and performance monitor - has ensured that other Dutch organizations deploying QlikView today are using the exemplary set-up of the QlikView Competence Center of UWV as a reference for their own Business Intelligence strategy.

Angelika Klidas: “Providing insightful Business Intelligence and educating people about the importance of knowledge management and Business Intelligence, leads to transparency, a greatly improved understanding of the overall process of UWV’s business support services and significant cost savings. QlikView plays an important role. I agree entirely with what leading analysts recently wrote: QlikView represents a new, user-driven, approach to Business Intelligence. This allows us to quickly and successfully roll out the principles of business intelligence across our organization.”

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