



Qlik® for supply chain: IT management

Ensuring effective allocation of IT resources while becoming a strategic partner to the supply chain organization

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 license 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 'Apps' to address and demonstrate capabilities related to this supply chain solution area.

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

- Create analyses from all of the supply chain transactional systems including ERP, Supply Chain Planning and Execution, Forecasting, MES, WMS, TMS, and more
- Incorporate external data such as social media, market sentiment, 3PL, weather, and demographics
- 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 file size per user, growth per month, type of growth and bandwidth

Customer Examples

- EAT - leverages Qlik across their organization, but also in IT to better manage IT project delivery and services levels to the organization as a whole
- A Leading Off Price Apparel Retailer - uses Qlik to track their top IT projects, analyze resource allocation, track projects to budget, and extract data from their call centers to understand performance around support issues, escalations, & service level agreements.
- US Based Apparel Retailer – deploys Qlik to track projects against plan and to prioritize IT Projects.



Example: IT Management Dashboard from Axis Group

“ The AxisGroup Compass PPM (Qlik) solution gave us visibility to data that allowed us to achieve a \$10M spend reduction for the quarter, and we still delivered everything we committed to. ”

— Carol Church, CareFirst BlueCross BlueShield



Example: IT Help Desk Case Self-Service Case Resolution Dashboard