



Top solutions for the supply chain

Qlik® data discovery in the supply chain





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Qlik® data discovery in the supply chain

Top solutions for supply chain

Businesses and organizations globally rely on Qlik to empower business users and decision-makers, by providing access to on-demand analysis, insights and data discovery.

Qlik is the leading data discovery platform, delivering true self-service BI and guided analytics that empower business users by driving innovative decision-making. While Qlik can be applied to practically any business area, the “Top Solutions for the Supply Chain” highlights some of the most common areas where Qlik has been deployed.

Each solution includes examples of how business users have deployed ‘Qlik Apps’ within their enterprise to gain a competitive advantage in a particular area of the supply chain. Qlik Apps are not productized and supported solution templates but instead are examples of how Qlik can be implemented and tailored for your organization’s needs. The following 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.

“ Qlik delivers true business intelligence because it takes a consumer interface approach to quickly and intuitively expose data in a business context. We chose Qlik as our data discovery platform because it delivers an enterprise-wide self-service BI solution. ”

— Jeff Brzycki, CIO, Autodesk

The top solutions in the supply chain are:

- Executive Insights
- Forecasting and Planning
- Sourcing and Supplier Performance
- Production Insights
- Warehousing and Distribution
- Transportation, Storage and Logistics
- Fleet Management
- Omni-Channel Analytics
- Regulatory Compliance
- IT Management

Qlik® for supply chain: executive insights

Providing end-to-end visibility

Challenge

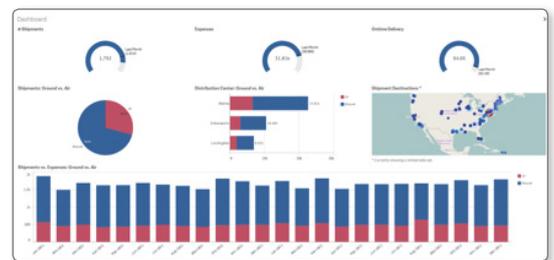
Data discovery dashboards and scorecards can integrate large volumes of disparate data from many sources, while detailed visualizations reveal previously unseen trends and data associations. Executive dashboards and scorecards provide end-to-end visibility of supply chain performance across multiple functions and disciplines, allowing executives to make better, more informed decisions. Significantly, these capabilities elevate the priority of the supply chain to the decision-makers at C-level.

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 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 both internal and external 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: A supply chain dashboard with an executive view of shipments, expenses, and on time delivery

“ ... Our CEO became one of the biggest fans of Qlik because it allowed him to drill down through corporate data right to the SKU level. ”

— Dan Grosz, VP of IT VIP Parts, Tires & Service

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 – choose Qlik® as their executive dashboard to gain operational insight into plant production, market analysis and financial performance
- Purity Life – leverages Qlik for better visibility into inventory reserves, driving efficiencies which allowed inventory reserves to drop by \$500,000 within a year after implementation
- Pergo – Qlik dashboards provide executive visibility into key areas of the business including sales, service and support, supply chain, production, quality and financial analysis
- SunOpta Fruit Group – “Qlik 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 Qlik 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



Example: A single dashboard view of key Supply Chain Overall Equipment Efficiency KPI's with data from multiple supply chain systems.



Qlik® 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 both 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 rationalized single plan for the coming period.

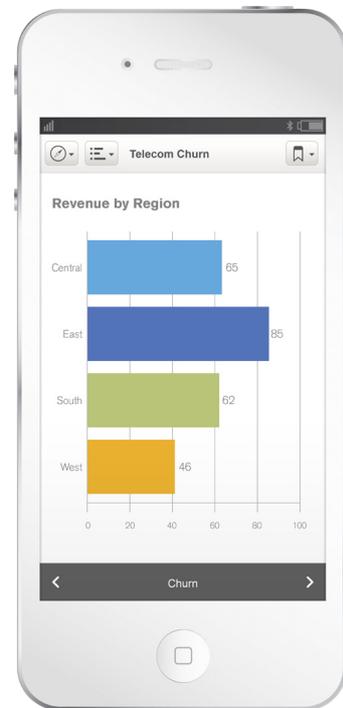
S&OP & CPFR are both processes that are underpinned by data, therefore participants need access to information and insights from multiple sources to make informed and timely decisions. Both internal (ERP, supply chain, CRM) and external (consumer sentiment, market analysis, social media) data needs to be included in the processes. Doing so leads to improved responsiveness to consumer demand, better forecast accuracy, inventory reduction, improvement in production utilization, and sales and profit growth.

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 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
- Balance the demand, supply, and finance plans into a unified S&OP process
- Collaborate across supply chain partners in an effective CPFR process



Example: comparative analysis and the diagnosis scorecard

“ 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 Qlik is all about. ”

— Lars Emilsson, *Project Manager, Systemair*



Customer examples

- Pergo – uses Qlik® Supply Chain Analysis to ensure in-store product availability by better managing logistics data and proactively identifying potential out-of stock situations through more accurate inventory analysis
- A Global 3rd Party Logistics Company – leverages Qlik to measure demand forecast accuracy. Adjustments are made to the statistical forecasting engine based upon insight gleaned in Qlik. Forecast accuracy has increased by over 5% points as a result of making adjustments to outliers discovered with Qlik.
- BBS Food – After implementing Qlik, realized a 50% improvement in forecast accuracy across 850 products representing 4,500 SKUs
- Beckett Associates – “Qlik 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 Qlik for its Sales and Operations Planning process, inventory management and supply chain operations, analyzing sales, production, inventory and customer lead time (backlog) plans. Qlik improves food and product delivery, reducing overall costs.

Qlik® for supply chain: sourcing and supplier performance

Drive supplier collaboration and compliance

Challenge

Strategic collaboration with suppliers drives efficiencies in the supply chain reducing cost while improving quality and delivery performance. Purchasing professionals need access to supplier data to plan and execute effectively. Providing visibility to suppliers around key performance indicators such as on time shipments and perfect order fulfillment and holding them accountable will drive compliance. Sourcing and supplier scorecards provide a common platform for communicating performance, strengthening relationships and providing objective performance data that can be used during negotiations with the supplier. 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.

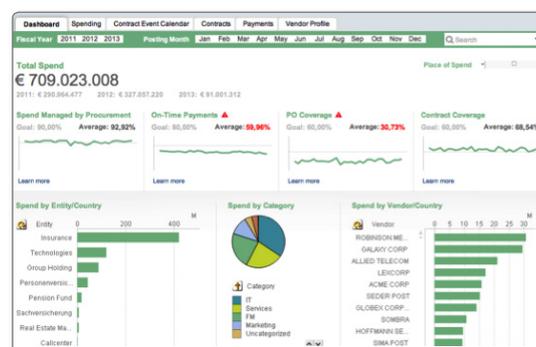
Visibility is fundamental for efficient procurement. Not only can it ascertain what is being bought and from whom, but more pertinently, it can help answer the question: “Are we buying in the right way?”

Solution

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

Qlik 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:

- Monitor the full range of supplier performance through supplier scorecards and analytics
- Consolidate supplier and sourcing data into one view, allowing greater visibility into supplier shipments and supplier performance in order to make better sourcing decisions.



Example: Procurement dashboards track spend by contract, category, supplier

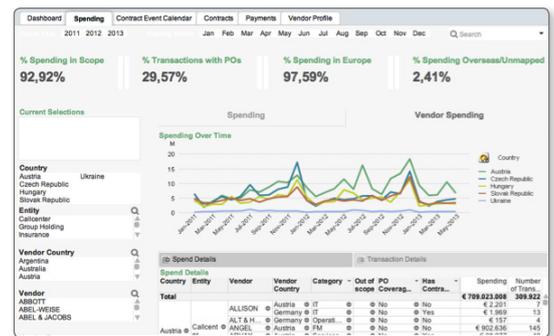
“ Until recently, we were data rich but information poor. We didn't know if we were paying suppliers to term, whether our procurement contracts were effective, and how many invoices were processed without a purchase order. We also needed a better idea of any spending that was being incurred “ off contract.” ”

— Dave Richmond, Business Development Manager, British Sugar Group

- Collaborate with key suppliers by sharing data and insights to improve efficiency, remove cost, and drive mutual success.
- Identify opportunities to consolidate the supply base
- Monitor buyer productivity, ensure purchase contract compliance, and improve supplier negotiating capability
- Continuously evaluate supplier performance against agreements and use this to inform future SLAs and contracts
- Directly connect customer demand, production operations, and supplier replenishment creating a truly customer-centric supply chain

Customer examples

- Atlas Copco – evaluates supplier performance utilizing Qlik® 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.
- A Top 10 Global Retailer - analyzes return data with Qlik and ties returns to supplier performance in an effort to enforce compliance and correct supplier specific issues around product defects and excessive returns
- British Sugar – used Qlik to avoid a 5% cost increase from a supplier of rental cars
- Hauni – uses Qlik to deliver a Procurement Cockpit for flexible analysis of supplier quality and performance to support supplier assessment



Example: Analytics allow quick identification of spend and contract compliance issues

Qlik® for supply chain: production insights

Revealing trends and driving quality, efficiency, and utilization

Challenge

The plant is where materials are planned, received, stored, moved and transformed into finished or refined goods. Operations must deliver efficiency, cost reduction and quality, while maintaining a high degree of utilization.

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

Qlik 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, manage, and improve production performance
- Aggregate data and metrics using consistent definitions
- Analyze production trends, dynamics and Key Performance Indicators across multiple dimensions such as plants, production lines, machines, products
- Monitor and evaluate production against plan
- Leverage secure mobile access to stay fully informed and make decisions on-the-go



Example: Access a complete overview of production operations combining information from ERP, Supply Chain Execution, MES, and inventory systems

“ Qlik, 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 Qlik® 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 Qlik 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 through the system, reducing waste and improving on-time delivery in support of its on demand, lean culture
- Pergo – uses Qlik for Six Sigma analysis , managing baseline quality for continuous improvement teams
- Leading Diversified Technology Manufacturer – uses Qlik to track and measure performance across multiple dimensions to analyze core quality data to support it’s Six Sigma initiatives
- Adige Commercialcarta – has been UNI EN ISO9001 quality certified since 2004; the company believes that the application of Qlik to analyze and control data was crucial in obtaining this certification
- Furninova – comprehensive information from Qlik allows them to better assess and adjust product lines and production schedules to meet evolving customer and market trends



Example: Analytics driven downtime analysis provides the basis for understanding issues and taking corrective action

Qlik® for supply chain: warehousing and distribution

Increasing visibility, efficiency, and customer service

Challenge

Warehousing and distribution processes require the management of both assets and data to ensure that end products and semi-finished goods are available where and when required.

Holding inventory is a major cost, made worse by out-of-stock situations or if goods are in the wrong location within your supply chain. Running a warehouse incurs heavy fixed costs so managing the variable resources effectively is important. Utilizing warehouse resources efficiently is key to a low-cost distribution 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.

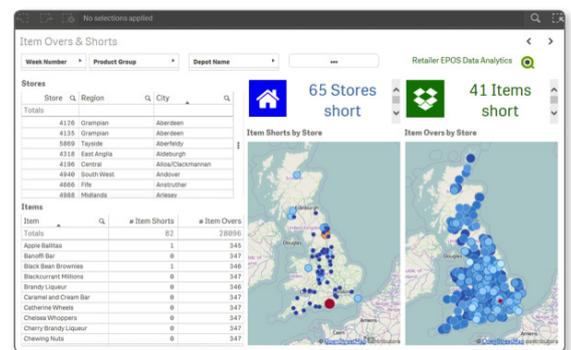
Ensuring that warehouses and distribution centers have the inventory they need at all times to fulfill demand quickly is critical in order to compete in today's highly competitive market. Visibility into processes and information on the root cause of disruption is key to catering to different product, customer, and market needs.

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

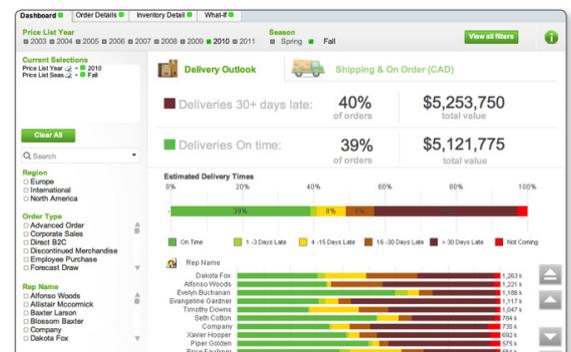
- Access timely, accurate and consistent data from multiple sources to understand and manage performance
- Visualize how efficiently the total available storage potential is being used to understand the scope for performance improvement at current inventory levels



Example: Easily identify potential out of stock or material availability issues

“ With Qlik 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



Example: Monitor on-time performance to anticipate and avoid delays



- 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
- Monitor and manage key aspects of Warehouse and Distribution Center Operations including pick, pack, putaway, movement, cycle counting, and utilization

Customer example

- Anji-TNT Automotive Logistics – “Qlik® 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 Qlik to optimize shipments to their largest customers, analyzing the order patterns and order history before optimizing palletization, reducing delivery costs and improving margins
- A U.S. Based Apparel Retailer - uses Qlik to manage the pick, pack, and ship process within the distribution center to achieve maximum throughput, as well as manage contract labor necessary to keep the distribution center operating profitably
- Beckett Associates – “Qlik helped immensely with the integration of additional data sources from our acquired businesses. Qlik has enabled us to manage supply chain and react to trends as we see them. Without the help of Qlik we would still be accruing unusable inventory in the warehouse.” Heather Sterk, IT Director, Beckett Associates



Qlik® for supply chain: transportation, storage, and logistics

Increasing visibility and efficiency to maximize logistics performance, ensure safety, and minimize environmental impact

Challenge

Providing storage and transportation for goods involves managing both assets and information, and can account for more than 30% of the cost of goods produced in some industries. As supply chains become more global, the shipment of goods and material can span continents and oceans. Logistics management must consider complex transportation modes including truck, rail, boat, and pipeline.

Transportation and logistics covers the inbound and outbound movement of 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 safe and 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.

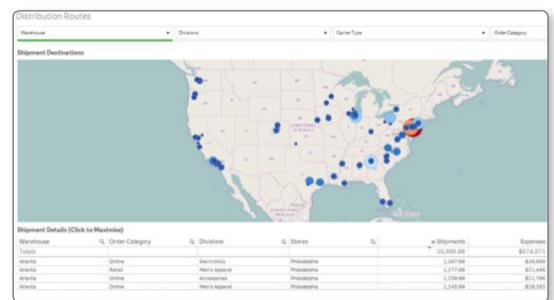
Bulk transportation and storage of potentially hazardous material introduces a unique set of capacity, inventory, maintenance and regulatory tracking requirements. The inherent health, safety and environmental risks also need to be carefully monitored, often with onerous legislation requiring formal reporting and appropriate interventions planned as the risk profile changes.

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 Transportation, Storage, 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



Example: A distribution route optimization self-service dashboard across carrier types, order categories, warehouses, and divisions

“ Aviation is all about cost savings. Our customers contractually demand regular insight into cost, malfunctions and percentages for usage and failure. Before Qlik, answering ad hoc questions would take between one and two weeks. Now, they are answered within one hour. ”

— Ad Demmers, Fleet Manager, KLM Equipment Services

- Provide comprehensive insight into costs, inventory and bottlenecks, enabling management decisions and action to drive efficiency
- Gain visibility of transport constraints with the ability to analyze large volumes of data including transport mode, warehouses and storage facilities, route planning, equipment condition, vehicle load and related issues
- Monitor contract, mode, and delivery service level compliance
- Minimize premium freight cost through better planning and visibility
- Visualize how efficiently the total capacity potential is being used to understand the scope for performance improvement at current capacity
- Monitor any health, safety and environmental incidents and associate with corrective work orders to reduce risk and drive effective mitigation efforts
- Improve planning and execution of repairs and maintenance through greater visibility of supply chain resources, allowing better scheduling, reducing outages



Example: A single dashboard view of transportation and logistics performance across the end-to-end supply chain.

Customer examples

- BBS Food – uses Qlik® 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 Qlik to reduce transportation costs and improve matching warehouse staffing levels with need
- US-based International Retailer – solved problems understanding and analyzing merchandise transportation (air and/or sea) with Qlik. Identifies opportunities that drive efficiency and improve availability
- International fashion business – uses Qlik 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 Qlik to analyze order history and patterns to optimize palletization and reduce delivery costs
- DB Schenker – improved on time delivery rates and removed cost in the supply chain by improving capacity utilization with Qlik
- A Global 3rd Party Logistics Firm - leverages Qlik to manage logistics expenses around fuel consumption and route optimization to better manage the costs within their supply network
- KLM Equipment Services – manages fleet usage and downtime percentages with Qlik removing cost and improving availability



Qlik® for supply chain: fleet management

Improve utilization and decrease cost

Challenge

Owning, operating, or outsourcing a fleet is a requirement for many industries. Vehicles, buses, planes, vessels, or rail cars must be purchased or leased, and properly maintained to avoid downtime and repairs. Labor must be hired and trained to operate the fleet in a safe and efficient manner to deliver the raw materials, finished goods, or passengers to the desired location in the appropriate time window. Regulations must be followed to ensure the fleet is compliant with local emissions standards as well as safety regulations.

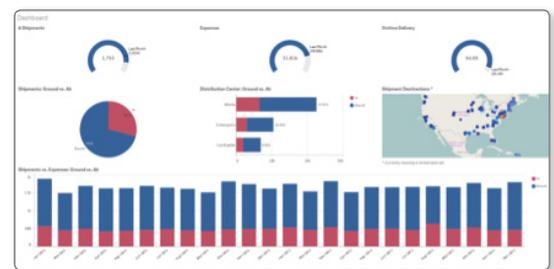
While fleet management focuses on maximizing the capital investment in a fleet through increased efficiency and capacity utilization, there are more dimensions to consider. Fuel prices fluctuate and many different techniques can be used to hedge against volatile fuel prices. Electric powered engines can cut down on fuel consumption but require a revamping of the fleet which can be costly. Finally, the fleet can be outfitted with sensors to provide near real time status on the condition and location of the fleet and the cargo the fleet is carrying via sensors.

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 Fleet Management 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 both fleet capacity and utilization to maximize profitability



Example: A self-service fleet management dashboard for determining the on time performance and overall profitability of the fleet.

“ Aviation is all about cost savings. Our customers contractually demand regular insight into cost, malfunctions and percentages for usage and failure. Before Qlik, answering ad hoc questions would take between one and two weeks. Now, they are answered within one hour. ”

— Ad Demmers, *Fleet Manager*, KLM
Equipment Services

- Ensure preventative maintenance is regularly scheduled and implemented to avoid costly repairs
- Benchmark fuel prices against 3rd party syndicated data to get ahead of spikes in the market and remove cost from operating a fleet
- Enhance driver safety and utilization by monitoring scheduling and ensuring appropriate driver training has been delivered
- Improve capacity utilization and decrease idle time to maximize profitability
- Ensure environmental and government regulations are enforced throughout the fleet to avoid costly fines
- Track the fleet and the cargo the fleet is carrying through sensors in near real-time for both internal analytics and customer facing analytics
- Leverage secure mobile access to stay fully informed and make decisions on-the-go

Customer examples

- DB Schenker – improved on time delivery rates and removed cost in the supply chain by improving capacity utilization with Qlik®
- A Global 3rd Party Logistics Firm - leverages Qlik to manage logistics expenses around fuel consumption and route optimization to better manage the costs within their supply network
- KLM Equipment Services – manages fleet usage and downtime percentages with Qlik removing cost and improving availability



Example: A fleet management dashboard including a what-if analysis of fuel costs, maintenance costs, driving violations, and accidents across the fleet.

Qlik® for omni-channel analytics

Optimizing omni-channel through Data Discovery

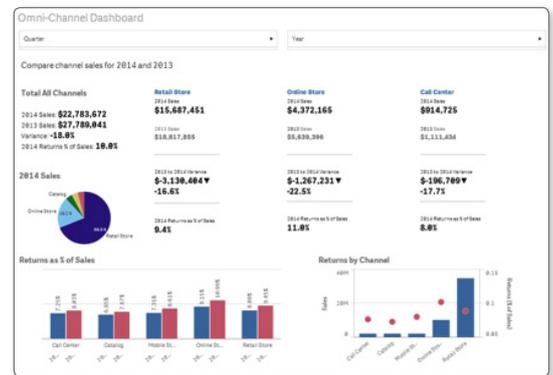
Challenge

Retailers operate in a fiercely competitive environment where operational efficiency is a business prerequisite. The need to meet customer demand with relevant offers and a high quality shopping experience across channels, supported by an efficient and cost effective supply chain is complex. Data, product and information flows are many and varied across shopping channels and supply chain systems so getting intelligence and insights for a true omni-channel view of the business can be quite difficult.

Solution

Qlik is used by retailers to provide intelligence and insights across all shopping channels providing visibility into sales, inventory, customer and supply chain processes. With multiple data sources in the production environment the ability to consolidate these and allow flexible, user-controlled analysis to see trends, gain insights and make discoveries is a critical differentiator of the QlikView Business Discovery Platform:

- View and analyze data from disparate sources
- Consolidate all data types rapidly from disparate sources to create 'what-if' scenarios
- Aggregate data and metrics using consistent definitions
- Analyze production trends, dynamics and Key Performance Indicators across multiple dimensions
- Leverage secure mobile access to stay fully informed and make decisions on-the-go



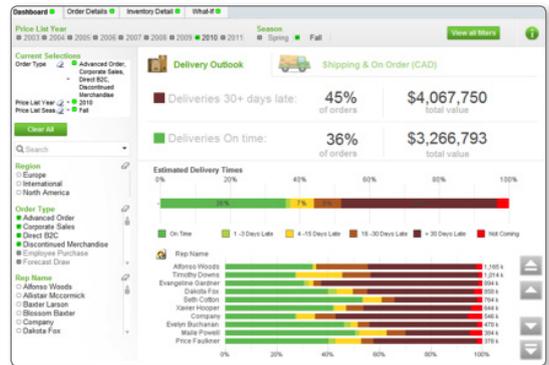
Example: A dashboard view of the retail omni-channel which measures sales, inventory, & returns across all shopping channels

“ The wealth of data we now have on our customers through Qlik has changed the way we develop and run our marketing communications. The extensive customer insight means we can proactively build and drive more results-oriented campaigns. ”

— Craig Smith, *Brand Communication Director*,
Ted Baker

Customer Examples

- Ted Baker - uses Qlik® to analyze campaign impact by date, gender, location, transaction value, and product category across 1.2 million shoppers
- The Warehouse Group - uses Qlik for omni-channel analytics with 30+ companies operating under the Warehouse Group umbrella.
- Cabelas – uses Qlik for omni-channel attribution and campaign analysis to determine where to invest marketing spend for the optimal lift



Example: A single dashboard view of key Supply Chain KPI's with data from supply chain systems supporting all shopping channels including cross channel orders

Qlik® for supply chain: regulatory compliance

Accurate assessment and improved compliance

Challenge

Organizations need to meet government regulations in many areas of their business operations. Most require both documented procedures and 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. Regulations on hazardous substances, recycling, product information, traceability and labelling all impact many industries.

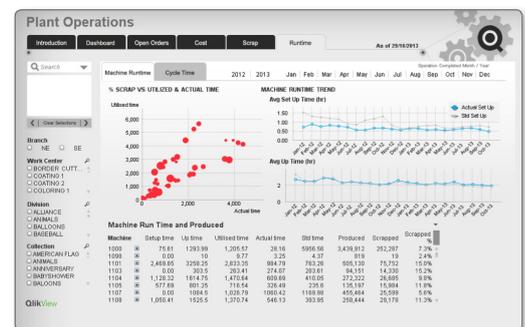
Data, plant, process, and training records must be maintained to avoid potential fines or operational suspensions. The growing consumer expectation that companies and brand owners act in an environmentally responsible manner is one of the key drivers of tighter regulatory control over companies.

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 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



Example: A dashboard showing runtime analysis comparing utilization to efficiency to scrap output

“ Thanks to Qlik, 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



Customer Examples

- BBS Food – “We use Qlik® 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 Qlik 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.” Jaap Brokking, General Manager, BBS Food
- Leading Oil and Gas Companies – Utilize Qlik to analyze Health, Safety, or Environmental (HSE) incidents
- A Global Apparel Retailer - uses Qlik to drive down their carbon footprint by providing visibility to all water dynamic routing opportunities and converting air expedite to ocean expedite
- A Global Electronics Retailer – leverages Qlik to navigate a complex structure of US State Regulatory laws and associated fees. Some states require recycling fees be paid by the manufacturer for televisions over a certain size, and Qlik is used to spot out of compliance exceptions and report back to the manufacturer

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, 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
- Leverage Big Data volumes generated often from new sources enabled by the Internet of Things to optimize supply chain processes and outcomes
- Manage performance of service, SLA's and resource efficiency including cost per call, cost per server, employees per server, etc.



Example: IT Asset Management App

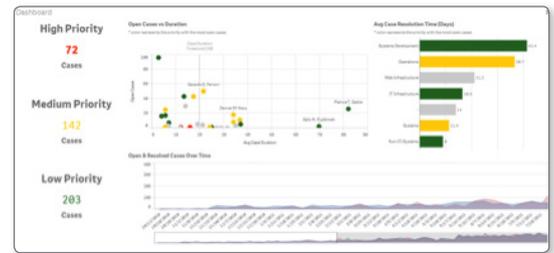
“ The AxisGroup Compass PPM (Qlik) solution gave us visibility to data that allowed us to achieve a \$10M spend reduction for the quarter, and we still delivered everything we committed to. ”

— Carol Church, CareFirst BlueCross
BlueShield Collaborative Procurement

- Manage capacity measures such as file size 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 licenses 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

Customer examples

- Atlas Copco – garnered significant annual IT cost savings
- Lifetime brands – Qlik® technology enabled a reduction in audit time from 3 weeks to 2-3 days
- Fila – Qlik 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 Qlik to monitor IT system capacity and usage to optimize performance and delivery



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



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