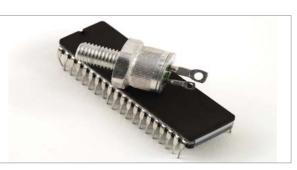# QlikView

RS Components enables its team to focus on business-critical analysis

" *The IS of today is about what information and insights we can provide the business with, rather than just the technology to store, transmit and retrieve data. BI gives us this capability, and has given us the creditability. QlikView provides the ease of this implementation.* "

Glen Francis, Head of IS, RS Components

RS Components is a world-leading distributor of electronic components, and part of Electrocomponents PLC in the United Kingdom, a FTSE public listed company. The parent company has over 4,000 employees, while RS Components employs over 1,000 people throughout Asia Pacific. The company has a range of 450,000 electronic components and industrial products that it supplies to over 1.6 million customers worldwide in over 80 countries. Products include semiconductors, connectors,

capacitors, resistors, LEDs, relays, switches, indicators and power supplies, batteries, cables, control gear, fans, HVAC, security, tools, plumbing, hosing, books, IT, safety and test and measurement products. Its business in Asia Pacific generated GBP 104 million in revenue for the financial year 2009.

Challenge:
Multiple locations and critical decisions

RS Components, as part of the global Electrocomponents PLC group, operates over a large geographical footprint.

With the components business being fiercely competitive, the management team considered it mission-critical to be able to make business decisions swiftly.

However, their existing decision support system was achieved through the manual consolidation of data directly from their ERP and CRM application systems (JD Edwards and Pivotal). This meant that they were spending too much time on data consolidation before any analysis could be made, delaying important decisions as a result.

To tackle this, RS Components realized it needed a management tool or system that could provide strategic insights on the performance of its business across all functions. The system should be able to provide data for their Key Performance Matrixes, and assist management with their strategic discussions thereby improving their decision-making process. In order to achieve this, this system should be able extract data from multiple robust and complex systems spread across a diversed geographical region to provide a common view of the business which everyone in the company could rely on.

Accessing geographically disparate data in a timely manner

After much evaluation and research, the RS team, guided by the vision of Richard Huxley - Regional GM, Asia Pacific, and Glen Francis, Head of IS, Asia Pacific, shortlisted QlikView as the platform for their business intelligence

Solution Overview

RS Components
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Industry
Electronic components

Function
Sales, products, marketing, inventory, warehousing

Geography
Australia, China (Beijing & Shanghai), Hong Kong, Japan, Philippines, Malaysia, New Zealand, Singapore, Taiwan, Thailand

Solution
RS Components implemented the QlikView solution to provide management oversight to its entire business across the Asia Pacific. The solution draws 8 primary data sources from Australia, Singapore, Hong Kong and Japan, to a centralized repository, reducing reporting time and freeing up resources to concentrate on performing analysis.

Data Source Systems
Application: CDC Pivotal
Database: Oracle JDE

QlikTech Partner
Knowledge Management Solutions Pte Ltd

RS

solution and accorded the project as one of their key priority. Knowledge Management Solutions (KMS) was chosen as their consulting partner to implement this solution.

"We were very selective when choosing a consulting and implementation partner, as we are well aware that even the best of breed software needs an experienced and knowledgeable implementation team to bring out its optimum performance. KMS has had proven experience in designing and implementing data warehousing and business intelligence solutions, across a broad spectrum of industries, and many large enterprise customers across Asia. Hence we were confident in assigning this

task to them," said Glen.

The RS Components IS team needed to pull data from 8 primary sources, instances of JD Edwards and Pivotal, physically located in Australia, Singapore, Hong Kong and Japan. At each source, data is drawn into QlikView data files daily, and transferred to a central QlikView server for users to analyze business information without having to connect to the actual JD Edwards and Pivotal systems.

Data and insights are properly segregated based on user profile. Sensitive data remains secure as user rights are managed and controlled via their Active Directory integration with QlikView.

More time for the important things

Deployed in 2.5 months, the QlikView solution was well received by the end-users due to its good user experience, ease of use and ability for self-help – leading to better user empowerment. QlikView is now deployed to analyze RS Components' sales, products, marketing as well as inventory and warehousing.

The data is cleaned continually at source, and changes are reflected daily in QlikView. Manipulating data can be done in QlikView without actually connecting to the actual JD Edwards and Pivotal data instances; this takes away the strain from core translational systems without the need of a data warehouse. As data is aggregated and pulled automatically daily, this frees up

many of their user's time to focus on value added activities such as the critical task of analyzing the data and understanding its insights rather than focusing on the manual work on pulling data together. This has resulted in a dramatic increase in productivity. At times some reports took weeks of man-days to pull, collate, check, and report; now users go online to access the reports whenever they want.

"QlikView has provided us the ability to make insightful business decisions, sometimes creating new awareness of what's doing well in the business or not, which we weren't previously aware off. It's an incredibly empowering tool especially in our line of business. The IS of today is about what information and insights we can provide the business with, rather than just the technology to store, transmit and retrieve data. BI gives us this capability, and has given us the creditability. QlikView provides the ease of this implementation" said Glen.

www.qlikview.com