

Entsorgungsbetriebe Essen uses QlikView for a complete picture of the business

“ With QlikView, we can analyze our entire order process – from order entry to invoicing – quickly, accurately, and efficiently. We are responding to customer inquiries with much more flexibility and speed than before. ”

Jörg Rogalla, SAP Administrator, Entsorgungsbetriebe Essen

Entsorgungsbetriebe Essen GmbH, an investment of RWE Group (Frankfurt: RWEG.F) is the leading waste management company in the German City of Essen. Entsorgungsbetriebe Essen runs SAP for their finance and controlling functions (FI/CO/SD modules), and runs a separate enterprise system to manage scheduling and tracking of their primary field assets – dumpsters and trucks. Despite its sophisticated ERP system, Entsorgungsbetriebe Essen has relied primarily on spreadsheets as its centralized reporting and analysis tool.

Ad-hoc queries and analysis were difficult – severely limiting the company’s ability to react quickly to events and business changes.

“We tried to find a solution within SAP, but the process was extremely time consuming and did not turn out with the expected results,” said Jörg Rogalla, SAP Administrator for Entsorgungsbetriebe Essen. “We could not make sure that the required analytic applications and visualization of our entire transaction flow was correct and complete.”

QlikTech’s business intelligence software offers Entsorgungsbetriebe Essen a better way to handle its data analysis requirements. Using QlikTech’s QlikView Connector for SAP® R/3® software, data can be quickly loaded directly from the SAP database and the asset management system into QlikView-based analytic applications. The QlikView applications take data from the two disparate data systems and make the data easy to access, analyze, and distribute.

QlikView provides Entsorgungsbetriebe Essen with significant cost savings compared with the other business intelligence options that were available for SAP. Because QlikView does not require the use of a data warehouse, QlikView cost only a quarter of what

The process is cumbersome and the results are poor. Data analysis required that data first be exported from SAP into Excel. Once in a spreadsheet, the data must be manipulated manually in order to satisfy end-user requirements.



Solution Overview

Entsorgungsbetriebe Essen

Leading waste management company in the German City of Essen. An investment of RWE Group.

Industry

Utilities

Function

Sales, Service & Support, Operations, Finance

Geography

Germany

Challenges

- Combine SAP data with asset management information from external ERP system
- Effectively analyze order process from entry and release through confirmation and billing
- Improve responsiveness to customer requests and requirements

Solution

Entsorgungsbetriebe Essen deployed QlikView to 25 employees across 4 functional areas. With QlikView pulling data from SAP, an asset management system and Excel files, Entsorgungsbetriebe Essen analyzes its order process, sales trends, operations and financial performance --- all focused on improving overall corporate results. With QlikView Server, Entsorgungsbetriebe Essen employees work from a single version of the truth through a common dashboard. With QlikView Connector, Entsorgungsbetriebe Essen immediately leverages the invaluable data locked in SAP to achieve a real time view of operational performance.

Benefits

- Deployed QlikView at 1/4 of the cost of traditional data warehouse solution
- Improved accuracy and usability of reporting and analysis
- Alleviated stress on IT staff by reducing quantity of ad-hoc report requests
- Increased customer satisfaction through faster response time

Data Source Systems

Application: SAP, Asset Management System

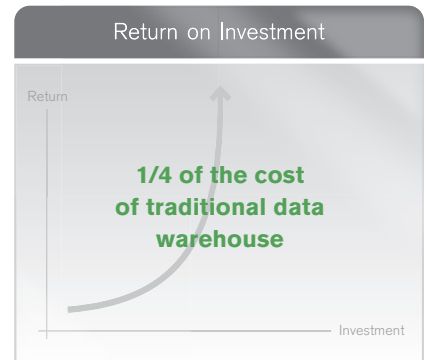
Databases: Excel



a data warehouse-based solution would cost – a considerable savings for Entsorgungsbetriebe Essen both in terms of consulting and implementation time and money.

With QlikView, company end-users can quickly move from seeing dashboard-style presentation of key performance indicators (KPIs) and drill down to transaction-level data from multiple

sources – all without having the IT department initiate new queries or design new spreadsheets. Rogalla sees immediate benefit from using QlikView as his company can now analyze performance through the entire ordering process – from order entry through delivery and billing. More importantly for their customers, Entsorgungsbetriebe Essen expects to see improvement in the quality of their customer service.



“ Thanks to QlikTech, we didn’t have to invest in an expensive data warehouse to gain access to our data. We tried to find a solution within SAP, but the process was extremely time consuming and did not turn out with the expected results. ”

Jörg Rogalla, SAP Administrator, Entsorgungsbetriebe Essen