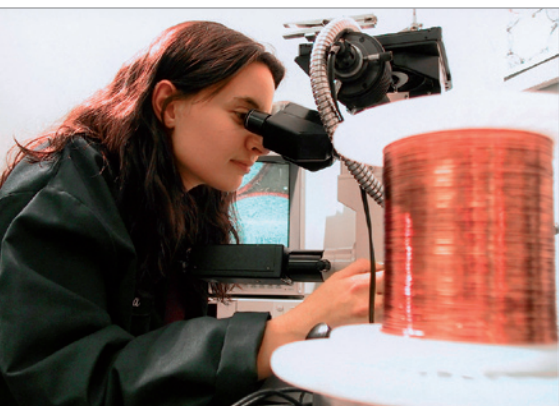


QlikView supports Sandvik in delivering on its mission of customer productivity

“ One of the main reasons why we chose QlikView was the possibility to quickly develop what we call a ‘fast track solution’. With a first application prototype that immediately implements the customer value, we can fulfill the often contradictory needs for detailed analysis of data and processes on one hand and instant customer value on the other. ”

Stefan Wesslegård, Data Warehouse Architect, Sandvik Systems Development

Sandvik Materials Technology (SMT) is a part of the Sandvik Group and a world leading producer of high technology stainless steels, special alloy materials, metallic and ceramic resistance materials as well as process systems for extremely high performance applications. SMT currently employs approximately 8,300 people in 118 countries all over the world. Since 1868 the Sandvik Group has had the mission to actively contribute to the improvement of its customers’ productivity. To Sandvik



Materials Technology, this means that all product development is done in close cooperation with the customer and always with the customers’ profitability in focus.

The simple solutions are often the best

When SMT started looking for a new method to analyze customer profitability, simplicity was by far the most important requirement. The new method should be easy to learn, use, develop and adapt. Johan Eklöf, SMT’s project manager, illustrated the original specification with a simple drawing.

The goal was to find a method that, like the simplistic drawing, required little effort and at the same time delivered sufficient and correct information.

QlikView had been used as the front end analysis tool to the Movex business system at a couple of other locations in the Sandvik Group. It turned out that QlikView was the simple and flexible solution that SMT had been looking for.

The application is created in parallel with the specification

Stefan Wesslegård, Data Warehouse Architect at Sandvik Systems Development, is the person responsible for the evaluation and implementation of SMT’s QlikView applications. “One of the main reasons why we chose QlikView was the possibility to quickly develop what we call a ‘fast track solution’,” explained Stefan. “With a first application prototype that immediately

Solution Overview

Sandvik Materials Technology

Leading producer of high technology stainless steels, special alloy materials, metallic and ceramic resistance materials. Part of the Sandvik Group.

Industry

Mill Products

Function

Executive, Sales, Supply Chain, Operations, Finance, HR, IT

Geography

Sweden

Challenges

- Analyze information from disparate data sources, including SAP
- Gain better understanding of profitability by customer
- Deploy solution that is easy to implement and flexible to meet changing user requirements

Solution

Sandvik deployed QlikView to more than 2,500 employees companywide including Materials Technology. Within Sandvik Materials, QlikView spans 6 functional areas and was up and running in 1 day with its first application. With QlikView, Sandvik analyzes sales, finance, operations and supply chain metrics. With QlikView Server and Publisher, Sandvik can effectively handle a data volume of millions of records. With QlikView Connector, Sandvik immediately leverages the invaluable data locked in SAP and Lawson (Movex) to achieve a real time view of operational performance.

Benefits

- Gained better understanding of and ability to impact customer profitability
- Drove higher end-user adoption with the solution’s ease-of-use
- Rapid, iterative implementation approach increased user involvement
- Improved working relationship between business and IT stakeholders

Data Source Systems

Application: SAP, Lawson (M3)

DW/BI: SAP BW

Hardware: IBM System i (AS/400)



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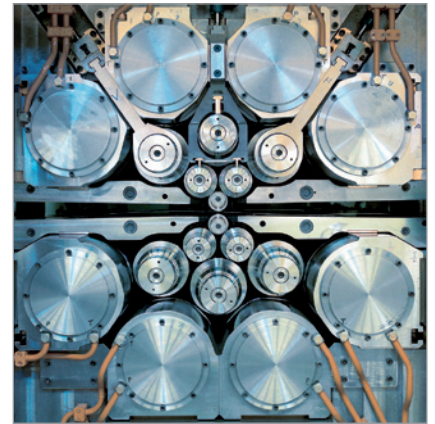
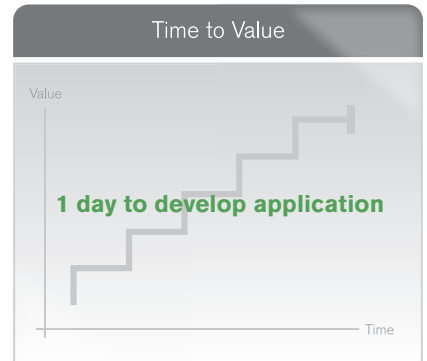
SMT also evaluated several other tools, but none of them could compete with QlikView when it came to short development times. “QlikView has a completely unique user interface,” said Stefan Wesslegård. “It is intuitive and flexible and that allows us to quickly build adequate and clear applications as our end-users’ needs change.”

The short implementation times for applications have also enabled the end-users to influence the development to a greater extent than before. “The specifications for new applications are often defined at seminars where all concerned staff is represented,” said Stefan Wesslegård. “Previously, this resulted in a written specification. Today, we have usually built a functional QlikView application by the time we close the seminar.”

Increased profitability

The QlikView applications have enabled SMT to analyze customer profitability in a more complete way, which in turn has resulted in the successful deployment of the new pricing strategy that has been developed. Today, it is easier to look beyond the internal costs and instead focus on the overall profitability. This is what really matters to the company in the end. QlikView has also become a tool that helps SMT discuss with the customer from a win-win perspective, which translates to increased profitability.

In addition to the financial review, SMT has also started to use QlikView for a number of other applications. The unique analysis engine enables the technical staff to more easily discover and correct errors that can be difficult to find in traditional error logs. In the future, Sandvik Materials Technology will develop the use of QlikView to also include applications like production management and stock optimization.



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