

## QlikView's real-time intelligence delivers for Schenker

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*Per-Olov Johansson, Head of IT, Schenker*

Schenker is one of the world's leading providers of integrated logistics services. The company provides support to trade and industry in the global exchange of goods – in land operations, in worldwide air and sea freight, and in all the associated logistics services. 42,000 employees at about 1,100 offices around the world achieve a turnover of €8.9 billion per year.



As a company specializing in land transport on road and rail within Europe, its closely woven network of regularly scheduled routes connect the principal economic regions in over thirty European countries. Schenker Sweden is one of QlikTech's longest running customers, having worked with the application since the mid 1990s. Today, hundreds of Schenker employees throughout Europe rely on QlikView applications to monitor operations and quality.

### Long-time user depends on QlikView

“We've been working with QlikView for so long that it is difficult to imagine how we could have done business without it,” said Per-Olov Johansson, the head of IT at Schenker in Sweden. “We'd have chaos without it! It's a flexible tool that allows us to quickly develop new applications and get users trained in minutes.”

As a shipping company, on-time, reliable deliveries are essential. QlikView tracks and reports on the status, location and timing of Schenker's shipments. This application works in parallel to the company's own tracking system, serving as a check and balance on the data therein.

Cost efficiency is as important to Schenker as on-time delivery is to the customer – they analyze a myriad of data to ensure this. Cash flow is tracked with indicators for elapsed order-to-invoice time. With the cost of fuel skyrocketing, one QlikView application tracks container loads so that they are moving at full capacity. “We want to be efficient environmentally as well as financially,” Per-Olov explained.

### Quality assured with performance dashboards

With operational analysis in place, the company expanded its QlikView portfolio to address quality assurance.

## Solution Overview

### Schenker

Leading provider of integrated logistics services in land operations, worldwide air and sea freight, and all the associated logistics services

### Industry

Transportation & Logistics

### Function

Supply Chain, Finance, Six Sigma/Quality Management

### Geography

Europe

### Challenges

- Strengthen position as one of the world's leading providers of integrated logistics services
- Improve customer service quality with reliability and on-time delivery rates
- Maximize cost efficiencies while minimizing environmental footprint

### Solution

Schenker deployed QlikView to 750 employees across 3 functional areas and had its first application running within weeks. With QlikView pulling data from Excel and various financial and administration systems running on IBM System i (AS/400) servers, Schenker analyzes supply chain, finance and Six Sigma process quality information – all with a focus on reducing operating costs and improving corporate performance. With QlikView Server (64-bit) and Publisher, Schenker can effectively manage security and visibility requirements while handling massive amounts of data.

### Benefits

- Improved customer service quality with higher on-time delivery rates through increased data visibility
- Increased cost efficiencies with improved capacity utilization rates
- Optimized operational process efficiencies with drill down and root cause analysis of shipment delays
- Reduced errors creeping into financial reports by improving the quality of information

### Data Source Systems

Application: Legacy Systems, Navision  
Database: Excel  
Hardware: IBM System i (AS/400)

These additional applications came about as a by-product. “We thought we were just improving reporting, but we improved the overall quality of our information,” explained Per-Olov. Because everything is transparent in QlikView, potential errors are seen instantly. Without QlikView, bad information would not be uncovered – and corrected until it hit financial reports.

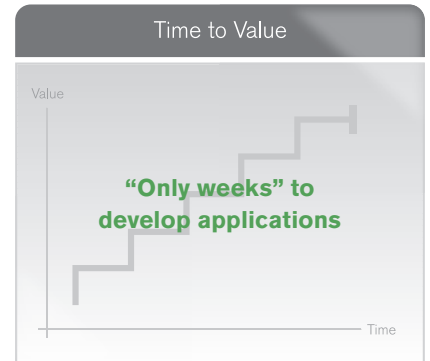
This information visibility led to “Quality Performance” dashboards that indicate on-time delivery rates. Delays can be drilled into to find out where and why. This allows managers to see when a process needs to be

changed, and aids Schenker reps in responding to customers.

#### Personalized views, consistent information

According to Per-Olov, QlikView provides Schenker not only with flexibility in creating applications, but also in viewing information according to individual preferences. “Ten different people want to see things in ten different ways – and they can do that in QlikView. It’s one of its best features.”

Regardless of how it is viewed, the information is the same everywhere for everyone. “Management views the same applications as the warehouse people,



so they can understand each other very easily. They speak the same language and see the same figures,” he explained.

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