QlikView

HAWORTH OPTIMIZES PRODUCT DELIVERY WITH IMPROVED INSIGHTS FROM QLIKVIEW

"These new capabilities for integrating, visualizing, and using enterprise data with QlikView have helped us redefine the metrics our business runs on. QlikView has given us visibility at all levels of the organization."

– Bruce Overway*, Haworth*

Haworth offers a dynamic and unique approach to office furniture. The company designs and manufactures adaptable workspaces including raised floors, moveable walls, office furniture and seating. Haworth combines science and design principles to create customer-centric solutions to meet individualized needs. Operating in 126 countries, this dynamic company has a growing global presence with more than 80 sales offices and showrooms worldwide.

As a world-class manufacturer, Haworth's responsibility to its customers does not end when its products leave the manufacturing plant. In order to maintain and grow a thriving customer base, Haworth ensures customer satisfaction at every step in the supply chain. However, with over 100 gigabytes of data living in disparate systems, and growing continuously, Haworth needed a more streamlined approach to quickly mine through that data to identify delivery issues and resolve them.

"Information is needed at every level of the organization." said Bruce Overway at Haworth. "In order to empower our employees with the insights to provide quality customer service, we needed a single source of accurate and timely data analysis."

Haworth set out to find a comprehensive in-memory business intelligence (B I) solution that could provide meaningful business insights. The team explored a number of BI solutions. With the help of WIT Inc., a BI consulting firm, Haworth received a demo and test pilot of QlikView.

SOLUTION OVERVIEW

Haworth
Haworth designs and manufactures adaptable workspaces including raised floors, moveable walls, office furniture and seating. Operating in more than 100 countries, the company is headquartered in Holland, Michigan and operates in 126 countries worldwide.

Industry
Manufacturing

Function
Logistics

Geography
North America

Challenges
- Needed an early-warning system to identify and resolve product delivery
- Required consolidation of data from multiple sources

Solution
Haworth deployed QlikView to product delivery managers over the course of eight weeks, redefining business metrics with real-time data.

Benefits
- Improved metrics for order tracking
- Empowered sales support team to make decisions on their own
- Improved product delivery performance
- Reduced time to identify discrepancies

QlikView

"Working with Haworth for a number of years, we knew QlikView would be a perfect fit to augment their existing business intelligence capabilities," said Scott Smith, Practice Director at WIT Inc.

Bruce and team were impressed by the quick roll out time, in-memory capabilities and intuitive nature of the product. QlikView would arm end-users with actionable information to continue improving service.

With QlikView, Haworth's team was able to create a dashboard designed to detect and minimize delivery discrepancies which was coined the "Deliver On Time and Correct" dashboard. The dashboard allows Haworth to measure on-time shipments and deliveries to customers. IT can now push out data to the end-users where they can immediately gain insights into delivery operations. Using QlikView, Haworth can also compare order, transportation data and billing systems data to highlight product and delivery discrepancies.

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Since deploying QlikView, Haworth has reported a significant return on its investment (ROI), with more than a one million dollar net positive impact on the business. The time needed to discover product delivery discrepancies was cut down from two days to just two hours – giving managers a real-time opportunity to correct customer orders. At a glance, managers have visibility into the product delivery lifecycle and can make informed decisions to ensure each order is correct, complete and delivered on-time. With insights from QlikView, Haworth is able to improve its global delivery process and operate more effectively. "WIT is very proud to have helped enable Haworth to achieve this great success with QlikView," said Smith.

QlikView is helping Haworth fulfill its mission to deliver unique and customer-centric workspaces by delivering valuable operational insights. Since initial deployment, QlikView has been rolled out to a number of departments across the company including billing, manufacturing, shipping and delivery, product development, human resources and C-Level executives. IT is now able to quickly develop dashboards to meet the demand of end-users. With insights from QlikView, Haworth has access to real-time analysis to help drive successful decision-making.

RETURN ON INVESTMENT

8 weeks
to develop a QlikView application for service delivery metrics. Reduced time to discover delivery discrepancies from two days to just two hours.