

Analytics Solutions to Spark Change

How 10 leading organizations are using
Qlik to transform results through data



Data analytics for quantifiable, data-driven change.

Businesses today face a rapidly growing influx of data. But if you can't make sense of it, manage it, or trust it, how can you make smart decisions? Stay competitive? What good is all that data if you can't act on it with confidence, fast?

Qlik® is changing the way organizations explore and understand their data. We help companies around the world accelerate business value through data—and create real transformation for themselves and their customers.

CONTENTS

PUBLIC SERVICES & HEALTHCARE

- Openreach
- UHMB NHS Foundation Trust

HIGH TECH

- MPower MSL
- Bentley Systems

LIFE SCIENCES

- International Rice Research Institute

RETAIL & CONSUMER PRODUCTS

- Burton
- H&J Brügger

MANUFACTURING

- Volvo Construction Equipment
- Radiall

FINANCIAL SERVICES

- Chubb



Every company is now a data company.

Businesses are using data analytics to drive real transformation in many ways. Typically, the biggest impact falls within four areas.



CUSTOMER INTELLIGENCE

Businesses are discovering deeper customer insights, increasing conversion, and building better relationships.



REIMAGINED PROCESSES

Analytics is boosting performance, increasing efficiency, optimizing supply chains, and improving field operations.



NEW BUSINESS OPPORTUNITIES

Companies are gaining greater visibility into their operations, and they're developing new products and features.



BALANCED RISK AND REWARD

With analytics, businesses are managing production more efficiently, preparing for the future, and staying compliant across entire production and delivery chains.

On the following pages, you'll find success stories of how some of our customers – across different industries – have used Qlik to drive better results.

Public Services & Healthcare

openreach

NHS



Openreach connects their data and rises to the top of their category.

Openreach, the UK's digital network business behind 620 communication providers, switched from spreadsheets to Qlik's analytics solution to become one of the best network builders in the country.

CHALLENGE

When the new 46-day service-level minimum was introduced, Openreach needed to cut their ethernet-circuit delivery and install times – which were at anywhere from 75 days to 3 years for more complicated jobs. Without data insights, they couldn't understand what the issues were. And their spreadsheets were of little help.

SOLUTION

Openreach deployed Qlik analytics to consolidate, organize, and visualize their data. Qlik has given them insights into their entire delivery journey, which has helped them revolutionize their systems and service performance.

BENEFITS

Now able to see why some orders took longer, they reprioritized orders for maximum efficiency – and finally completed some of the oldest ones. They also identified why certain orders performed better and applied those learnings elsewhere. Ultimately, installation times have come down from 75 to 35 days, and order intake has almost doubled.



50% reduction in delivery times

“Data analytics with Qlik has helped take our performance from being one of the worst in Europe to now being one of the best.”

Jason Teoh, Head of Business Intelligence

openreach

UHMB NHS Foundation Trust uses data to enhance patient care.

Serving the health needs of 365,000 people, the Trust uses Qlik to bring dispersed data together and improve service for their patients.

CHALLENGE

With three hospitals and data spread across locations, it was consistently difficult for the Trust to reconcile financial constraints with growing demand for services.

SOLUTION

After implementing Qlik Sense®, the Trust created a command center to collect their data in one place, analyze it, and refine it to uncover service improvements.

BENEFITS

Qlik gives the Trust access to real-time information, which includes a snapshot overview of the situation at all of its hospitals at any moment in time. It has also reduced meeting times by 80%.

[→ View Full Case Study](#)



80% reduction in meeting times

“Data is the golden thread that runs right through the hospitals and enables people to make data-driven decisions in all care settings.”

Rob O’Neill, Head of Information

NHS

High Tech

M-POWER MSL



MPower MSL adds value – and revenue.

Point-of-sale and value-added services provider MPower MSL used Qlik to reinvent its software, unlocking value for their customers – and a big revenue jump for themselves.

CHALLENGE

MPower MSL was using a BI system that was difficult to navigate. The platform also wasn't good at allowing their customers to ask questions and get answers at the speed of thought. As a result, the products they were building with it functioned more like simple reporting tools. MPower MSL needed a better BI solution to help them create tools that would allow their customers to explore and analyze their data freely to get answers in real time. And it had to work globally as MPower MSL expanded into more markets.

SOLUTION

Qlik's open APIs and embedded analytics allowed MPower MSL to enhance their product with more features. They created an array of data-visualization templates, which let their customers explore data across multiple silos. The templates also help MPower MSL get their customers up and running quickly and easily – usually within a day or two.

BENEFITS

Their product now helps their clients uncover critical insights. Since rolling out Qlik, revenues increased 378%, and their product is easier to sell to new customers.



378% revenue increase since deploying Qlik

“Qlik’s forward thinking will soon allow us to offer real-time data acquisition to our customers. Predictive analysis and machine learning are a big part of my plans for MPower BI.”

Paul Schmidt, BI and Analytics

M-POWER MSL

Bentley Systems consolidates SKUs to grow their business.

Developer of enterprise CAD software, Bentley Systems used Qlik to consolidate product offerings and save millions in development costs.

CHALLENGE

Bentley Systems has about 3,500 employees globally, with more than 2,000 of them using data analytics. They needed a BI solution that could support their growing number of regular users. Plus, their consumption-based billing method for invoicing hundreds of thousands of software users was cumbersome and slow, as the data was being stored in a way that made it virtually inaccessible.

SOLUTION

They used Qlik to combine dozens of SKUs into singular products and streamline their staffing. They also built a dashboard that gave them a centralized, single source of truth – and greatly improved visibility into their data.

BENEFITS

Qlik saved them \$2 million in development costs in the first year alone. By combining SKUs, they increased revenue, as they were now able to sell products that were more useful to their customers. And they freed up time for the BI group to take on operational duties, which allowed them to streamline and improve internal processes.



\$2 million saved the first year using Qlik

“Qlik has a tremendous amount of [data literacy] resources online. They also have one of the most open communities I’ve ever seen – Qlik Community – which is the best place to get answers. You can often get a response within hours.”

Jeff Richardson, Director of Business Intelligence





Life Sciences



International Rice Research Institute (IRRI) captures their data flow.

IRRI uses Qlik analytics solutions to better fund their efforts to abolish poverty and hunger among people who depend on rice-based foods.

CHALLENGE

With headquarters and its primary research center in the Philippines and country offices across the globe, the IRRI's data management was alarmingly disjointed. They needed to capture it and use it to their advantage.

SOLUTION

IRRI implemented Qlik Sense, and it sparked a "dashboard revolution" with everyone doing their jobs more effectively. It started in finance, and spread to procurement, reporting systems, and human resources.

BENEFITS

Analytical data visualizations now help IRRI forecast how each office is doing. They can quickly identify which projects are over- or under-spending, so resources can be allocated in more informed ways.

“I’m confident that we’ve found the right solution. The changes we’ve seen with Qlik have been exceptional, and I know we’re only getting started.”

Marco Van Den Berg, CIO



Retail & Consumer Products



BURTON
MENSWEAR LONDON



Burton designs a faster way to explore their data.

Burton, a menswear retail chain, evolved its reporting system to put data at the heart of every business decision and speed time to discovery.

CHALLENGE

Dozens of reports were generated from various sources. But the reports were complex to create, not always coherent, and took days to compile – making it difficult to get a true picture of sales and inventory data.

SOLUTION

Burton implemented Qlik Sense and created apps used to generate reports for sales and inventory analysis.

BENEFITS

All staff are impressed with how quickly reports are now created: A stock report that used to take six days is now available at any time. Plus, they finally have a more complete, trustworthy view into their data.

[→ View Full Case Study](#)

“The added value of Qlik Sense is the associative engine and ease of data exploration. This is a strong point compared to the other tools available.”

David Lajevardi, CIO

BURTON
MENSWEAR LONDON

H&J Brüggen cultivates supply chain management savings.

Founded 150 years ago, H&J Brüggen deploys Qlik Sense to stay healthy in a new age of commerce.

CHALLENGE

Brüggen employs 2,000 people and produces 200,000 tons of breakfast cereal a year. It needed to reorganize its ERP processes and explore how business intelligence could help it expand in a competitive marketplace.

SOLUTION

Brüggen found Qlik Sense to be the faster, cheaper way to incorporate business intelligence into its ERP processes. They use it to visualize their data so their people can make better data-driven decisions, faster.

BENEFITS

Qlik dashboards improved their supply chain management, helping them achieve a big ROI and a savings of €200,000.



Over €200,000 savings since deploying Qlik

“With Qlik insights, Brüggen can keep pace with its competition and expand into new markets that our founders 150 years ago could only dream about.”

Martin Gries, Director of Supply Chain Management

Brüggen

Manufacturing

VOLVO
Construction Equipment

Radiall 



Volvo Construction Equipment boosts quality and saves money.

Data analysis with Qlik Sense solved operational problems and enabled many cost-effective efficiencies throughout the plant.

CHALLENGE

Volvo CE needed to cut expenditures and streamline internal processes. They also wanted to boost customer service by improving quality and delivery times.

SOLUTION

They deployed Qlik Sense for self-service data analysis and analytics apps for use in every area of the business.

BENEFITS

Product quality improved, including a 90% reduction in defects per truck. Automated processes delivered a Qlik payback within 3 months.

[→ View Full Case Study](#)



90% reduction in truck defects

“We use Qlik in every area of our company. It drives product improvement, increases customer satisfaction, and brings cost benefits.”

Scott Motion, IT Service Delivery Lead

VOLVO
Construction Equipment

Radiall uses data to uncover big efficiencies.

World leader in the electronic connector industry, Radiall completely redesigned its BI system and became a data-driven company with Qlik.

CHALLENGE

Radiall wanted to reduce the number of tools they used, solve data quality issues, and encourage a more data-literate culture throughout the group.

SOLUTION

Qlik's associative engine and ETL (embedded extract, transform, load) capabilities helps their team get the most from their data in real time. They use Qlik to build applications for sales analysis and to optimize budget planning.

BENEFITS

Qlik has brought significant productivity gains and a fast return on investment. Product development is also faster, thanks to shared governance between IT and financial control.

“Qlik is a powerful solution which simplifies and speeds up developments and enables a collaborative approach to data governance.”

Henri Rufin, Head Office & Europe Controller



Financial Services

CHUBB®



Chubb dives deep into their data to fight cyber risks.

Chubb, the largest commercial insurer in the US and one of the top-three cyber insurance organizations in the world, leverages Qlik Sense to help its customers stay ahead of cyber threats.

CHALLENGE

Chubb had 10 years of cyber claims data that it wanted to tap, to increase the overall growth and profitability of its cyber business.

SOLUTION

Using Qlik Sense, Chubb created the Chubb Cyber Index – an interactive platform that delivers data trends to stakeholders, to educate them on cyber risks and how to protect against them.

BENEFITS

The portal is open to anyone around the world. In the initial five months, it drew in 15,000 users with a 45% repeat-visit rate.



15,000 users within five months on new cyber-trends platform

“Making data available for analysis from the last 10 years has allowed Chubb to segment key trends that leaders need to focus on.”

Bobbie Goldie, Senior VP,
North America Financial Lines

CHUBB®

Why choose Qlik?

Go further, faster with true end-to-end data integration and data analytics solutions and the expertise you need to build a data-driven enterprise.

With our modern data analytics platform, you can:

- ✓ **Empower everyone to explore with our unique Associative Engine**
- ✓ **Enhance data literacy through AI and natural language interaction**
- ✓ **Deploy with the convenience of SaaS and the choice of multi-cloud and on-premise**

With Qlik, you can empower your analytics users to follow their curiosity, explore their data freely, and make transformative discoveries.

To start your free trial of Qlik Sense, or to learn more, click below.

[Start Free Trial](#)

[Learn More](#)



Qlik's vision is a data-literate world, one where everyone can use data to improve decision-making and solve their most challenging problems. Only Qlik offers end-to-end, real-time data integration and analytics solutions that help organizations access and transform all their data into value. Qlik helps companies lead with data to see more deeply into customer behavior, reinvent business processes, discover new revenue streams, and balance risk and reward. Qlik does business in more than 100 countries and serves over 50,000 customers around the world.