

## Faster, smarter decision-making at TVH, thanks to QlikView

“ Since we started working with QlikView, we've had a whole new perspective on our data. And, thanks to the user-friendly interface, all the end users are able to work with it straight away. ”

*Frank Bossuyt, Software Development Manager, Thermote & Vanhalst*

Thermote & Vanhalst (TVH) has specialized in forklift trucks, aerial work platforms and industrial in-plant vehicles for over 35 years. The group is represented in 162 countries and has branches in the United Kingdom, France, South Africa, Malaysia, Australia, China, Singapore, America and Belgium. TVH has 5 different divisions, each with its own specializations: the Forklift Division, Parts Division, Handling Equipment Division, Rental Equipment Division and Service & Repair Division. Globally, they employ around 2,400 people –1,100 at the head office in Belgium – who together generate a turnover of € 475 million.

(accounts, customers, orders) increased at a fast rate. Our own reporting system – we were using simple Excel sheets – could no longer cope with all that data, and everything was slowed down. Our databank needed half an hour to run certain sets of statistics. Moreover, there was no clear overview. And, we were using various data sources, such as AS400, Oracle and Progress simultaneously, which made the whole situation even more complicated. In short, the old system was not at all flexible and could not make the necessary links, meaning that we were collecting insufficient sales, customer and item-related information. So there was an urgent need for a new reporting system.”

### Intensive search

In mid-September 2007, TVH started its search for a cost-efficient, intelligent step-by-step solution that could create business independence. “In our search for a solution, we examined a lot of BI packages. From sheer habit, we naturally contacted the big well-known BI suppliers first, such as Cognos, Business Objects and Oracle, but as I wanted to make a fair and thorough comparison, I also invited a few smaller consulting players, such as Credon. The latter proposed QlikView from QlikTech, a BI solution that was totally unknown to us.

“We were rather skeptical, thinking that QlikView would not be able to supply us with what we were looking for, but nothing could be further from the truth. After various demos, it appeared that

### Need for renewal

“TVH has experienced very fast growth in recent years, owing to several successful takeovers,” said Frank Bossuyt, ICT Software Development Manager at TVH. “Consequently, the volume of data

### Solution Overview

#### Thermote & Vanhalst Group (TVH)

Leading specialist in sales and leasing of forklift trucks, aerial work platforms and industrial in-plant vehicles

#### Industry

Industrial Machinery, Retail & Wholesale Distribution

#### Function

Sales, Service & Support, Supply Chain, Finance

#### Geography

Belgium, later also America and Australia

#### Challenges

- Gain a global and clear overview of the various data sources that have become obstructed through several takeovers
- Support user community with better analysis tool than the huge volume of Excel currently being used
- Various data sources (AS400, Oracle, Progress)

#### Solution

Thermote & Vanhalst implemented QlikView across 4 functional areas over 4 weeks for 40 users. Thanks to QlikView, TVH can now quickly create analyses of customers, products, stocks, prices, sales and margins. With QlikView Server (64-bit), TVH is now able to leverage and manage the millions of data records locked in its AS/400 system and Oracle and Progress databases to achieve a global and clear view of performance.

#### Benefits

- Improved performance by processing very large volumes of data smoothly and responded very fast to changes in the information
- Created statistics and prognoses very quickly.
- Guaranteed fast ROI; delivered a big increase in productivity – twice as fast and with a quarter of the manpower

#### Data Source Systems

Application: ERP system

Database: Oracle, Excel, Progress, IBM DB2

Hardware: IBM System i (AS/400)

#### QlikTech Partner

Credon



the packages from the big BI players were all much more cumbersome and required much longer implementation times. Furthermore, you often had to build a complete data warehouse yourself. Only QlikView's partner Credon was able to surprise us. They introduced us to the 'Seeing is Believing' principle, a 3-day project in which QlikView was let loose on a few of TVH's statistics. This gave us a clear picture of the many possibilities that QlikView had to offer us."

"What is unique about this software is that it works according to the in-memory principle: all the data sources are loaded directly into the server memory and, on the basis of the user's click behavior, metric calculations are performed immediately. Thus, the information can be processed much faster into the required analyses and reports. On top of that, you can select the dimension on which the total is created. QlikView was the only one that could display the information from our various data sources quickly and simply, even when continuous changes were introduced. Our decision was therefore an easy one. In December 2007, during the Christmas period, we signed the order form," explained Frank.

#### Build

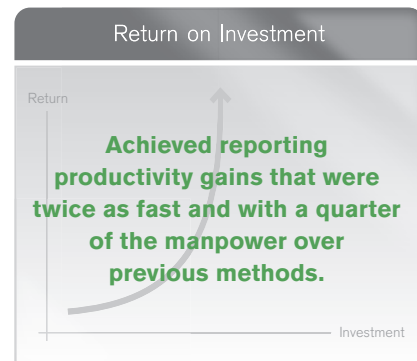
At the end of February, Credon started on the QlikView implementation, together with people from TVH. Four weeks later the application was completely implemented and ready for use. "The implementation process was short and sweet. First, the IT staff were given very thorough training by Credon, our

QlikView partner. Then we worked together on a plan of approach, after which the QlikView application was installed. The old statistics were then transferred, and finally the professionals were thoroughly trained, the data model was adapted and we started building the QlikView files. At the beginning of April we finally went live with 5 key users at our head office in Waregem. Now our entire accounts system is running on QlikView, and currently consists of a table of over 14 million records. Towards the end of this year, this will be expanded and we expect to have around 40 end users. The ultimate aim is to have 300 end users globally, but that is something for the future."

"You know what's so good about QlikView? It's like playing with a great gadget. Thanks to the simple interface, you get going really quickly with it. It's a very flexible application and you don't need to have in-depth IT knowledge to be able to work with it."

QlikView offers the possibility of converting incorrect data into accurate information, which is extremely useful for purposes of integration. "That is very important to TVH, because we have a very fragmented environment that has to be consolidated continuously. Our Australian subsidiary, for example, was put on to our present accounts system. Thanks to QlikView, potential consolidation problems will be avoided in the future."

"QlikView has made our company much more efficient. We now have



clearer insight into our data flows and can report faster and in more detail to the management. It is therefore obvious that we will have a considerable ROI. The investment pays for itself simply in terms of manpower savings, since you can skip the setting up of a data warehouse, which is a fantastic saving. We are already reaping the benefits of the system, and it is not even fully implemented yet," concluded Frank.

#### Future possibility

"At the moment, we have forty end users who leverage QlikView to analyze a report in all kinds of ways. We also have a number of advanced users (who create the reports) and a developer who is responsible for connecting the various data sources and making them available for dashboard, analysis and report creation. This may possibly be extended later with the QlikView Publisher, which allows us to manage and automate the distribution of the reports. But that is a possibility for the future."

“ You know what's so good about QlikView? It's like playing with a great gadget. You get addicted to it and you lose interest in everything else. ”

Frank Bossuyt, Software Development Manager, Thermote & Vanhalst