

Operational reporting in daily business at Valorec

A case for QlikView

“Demand has been steadily increasing for performance-reporting tools and management instruments based on practice and designed for practice. This is not just true for finance and controlling, but also for operations. With QlikView, we have a user-friendly and powerful tool available to meet this demand at all levels!”

— Jean-Philippe Bernard, Lean Project Manager / Business Applications Manager, Valorec Services AG



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Customer

Valorec Services AG, which is part of the global French Veolia Group, specialises in environmentally friendly industrial services and consulting. Since 2001, the environmental service provider with over 330 employees, has assisted chemical and pharmaceutical companies through efficient management of energy and hazardous waste as well as the preparation and handling of solvents. The company, which has four industrial locations in the pharmaceutical-chemical cluster Basel, also ensures the operation and maintenance of facilities for its customers.

Since 2012, Valorec Services AG has relied on the data-discovery solution QlikView when it comes to creating meaningful energy and waste statistics from data sources such as SAP®, SQL databases and Excel for customers. Around 15 applications are now actively in use.

Starting situation

Due to the positive experience with the BI solution, the service provider also plans to display operative reporting in QlikView in the context of a comprehensive operational excellence programme. “In the framework of this programme we are concerned with the continual and dynamic optimisation of all processes and systems along the entire value chain from the point of view of efficiency. Our focus here is on customer needs and dealing with causes rather than effects”, explained Jean-Philippe Bernard, Lean Project Manager / Business Applications Manager, Valorec Services AG. “In this context, operational reporting is essential to increase the productivity and value of our services and to enable cost-consciousness to become established at all levels. Our goal was to provide more transparency to employees with meaningful and uncomplicated reporting and to enable management and controlling of operational and financial data, costs and performance”.

Solution

As they had done in the past, Valorec chose Informatec Ltd.liab.Co, based in the Basel area

(MuttENZ), as project partner, the QlikView expertise partner with a focus on

Solution overview

Customer: Valorec Services AG

Sector: Services (waste and energy management)

Departments: Controlling, Purchasing, Sales, Maintenance and Projects

Region: Basel, Switzerland

Challenges:

- Displaying operational reports on the basis of SAP data
- Increasing productivity and added value for services
- Establishment of cost consciousness at all levels

Solution The implementation of QlikView and providing a reporting application for 25 operational heads, plant and project managers, as well as cost centre managers

Advantages:

- A uniform and standardised tool for analysis and reporting requirements at both of strategic and operational levels
- Availability of aggregated information base from planned and actual and historical data
- More transparency, command and controlling of operational and financial data, costs and performance

Data sources: Excel

Qlik partner: Informatec Ltd.liab.Co.

Time to value:

200 working hours

for the design of the operational reporting solution and its implementation in Qlik

Return on investment

Increased transparency

at both a strategic and an operational level

business intelligence solutions for sophisticated clients. The operative reporting solution was developed and implemented in QlikView in around 200 working hours. "The cooperation with Informattec worked really well, just as it did in our previous joint BI project", emphasised Bernard.

"We especially appreciate the combination of BI expertise, a high level of understanding of our business processes, and the collaborative attitude with which we have been able to realise this project".

Application areas and uses

Currently around 25 operative supervisors, operations and project managers as well as cost-centre personnel from controlling, procurement, sales, maintenance and projects use the QlikView application to identify costs and their associated causes. The basis is several million points of actual and target-value data from the previous six years, derived from SAP. The users, for example, can call up information about which costs have been generated by which maintenance orders.

Period comparisons are also possible. In addition, data for customer projects can also be analysed, such as the type of order, the processing status and profitability.

"Previously there were no individual transactions in our SAP system that enabled such complete traceability", explained Bernard. "Now we can jump from controlling to maintenance or sales in a few clicks. Plant employees

can autonomously check costs incurred in their area of responsibility. As a result, they can better and more easily maintain responsibility for meeting budget targets and running the plant efficiently.

Using the data about targets and current values as well as historical data from the previous year, there is also an aggregate information basis available which can provide assistance for more efficiently coordinating sales and finances in the context of budget negotiations.

QlikView-based reporting is also an important source of knowledge for the annual review with suppliers.

Valorec benefits from QlikView as a standardised tool for analysis and reporting requirements at both the strategic and operational levels. Through the modular and extended design, it also guarantees high investment security.

The future

The working hours depicted in SAP CATS will be made analysable in QlikView, and accounting areas will also be displayed, for example regarding timely payments. Moreover, feedback from department personnel will ensure continuous improvement of the useful application and availability will be extended to an additional 25 personnel.



"By using QlikView, we are a decisive step closer towards 'operational excellence'. The employees have a transparent view of what they've achieved with their work. And this transparency is a strong motivation to develop further".

– Jean-Philippe Bernard, *Lean Project Manager / Business Applications Manager, Valorec Services AG*