

# Informatec realises sophisticated holistic BI solution for Cargologic

Perfect synergy between Qlik Sense, iVIEW and MS SSIS

## The challenges

Replacement of the technically outdated, inflexible BI platform; development of a data warehouse and integration of all the central source systems; implementation of a self-service-enabled BI solution; provision of an option for integrating data from Excel files into analytical processes and of maintaining them via the BI interface.

## The Solution

Data warehouse based on Microsoft SQL Server Integration Services (SSIS), Qlik Sense as BI frontend, iVIEW as extension for the master data management

## The advantages

- central data storage in the data warehouse
- easy expandability of the data pool
- no strain on the operational systems due to independent data pool
- flexible, requirement-specific analyses across the entire flow of goods
- agile, self-service reporting
- Integrated Master Data Management (MDM) with iVIEW extends data governance

## Solution Overview

### Client

Cargologic AG

### Industry

Logistics (air cargo handling)

### Region

Switzerland (Zurich, Bern)

### Departments

Management, human resources, quality management, warehouse

### Partner

Informatec Ltd.liab.Co.

## ROI & time-to-value



### A few months

to implement and go live with initial applications



### Transparency

across the entire flow of goods based on daily updated data

“The transparency that we have gained with Qlik Sense enables us to significantly optimise processes. We now see both individual effects and the big picture, and can assess the situation from an overall process perspective, across departmental boundaries.”

Florian Kulikowski, Business Analyst, Cargologic AG

## The Client

Cargologic has been specialising in handling air cargo on behalf of airlines and carriers for over 50 years. The company is the leading Swiss provider of air cargo handling. The approximately 800 employees process up to 440 000 tonnes of air freight annually. The company has operations at airports in Switzerland (Zurich, Bern). Learn more at: [www.cargologic.com](http://www.cargologic.com)

## Starting situation

Ensuring that all air freight shipments reach their desired destination every day requires not only qualified personnel but also reliable and modern technology. Cargologic wanted to reposition itself in this respect, as Florian Kulikowski, Business Analyst at Cargologic, explains: “The system was technologically outdated and could no longer meet our growing requirements in terms of flexibility, performance and availability. For example, the BI platform did not offer the option of using all the company-wide data for analytical purposes. Only two of the seven data silos could be evaluated. The reports available only contained static information such as tonnage and sales, aggregated over months. Since the data were very loosely aggregated, plausibility was difficult to verify.”

## CASE STUDY

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Due to the heterogeneous system landscape, Cargologic also needed a solution to organise and standardise data from different sources in order to professionally manage them for a wide variety of analytical requirements. Accordingly, the sought-after IT partner not only needed to have BI front-end expertise, but also specialist knowledge of data management.

Cargologic brought Swiss Informatec on board as project partner at the recommendation of the Rhenus Group. The data intelligence specialist offers impressive BI and data management expertise – and with the right consulting approach. This is based on three central pillars: precise definition of the client’s individual requirements, a suitable solution concept including recommendations for technological tools, and integration into the client’s existing process structures.

### The Solution

Informatec recommended a combination of three different technologies to Cargologic: The data warehouse was initially built on the basis of Microsoft SQL Server Integration Services (SSIS). Various systems for ground handling, forwarding handling, time recording, high-bay control and transport management are being connected step by step. The business intelligence platform Qlik Sense was then implemented. In order to allow information that is not contained in the central IT systems to be included in analyses and reports, Informatec also integrated the self-developed “individual standard” business intelligence solution iVIEW based on Qlik. This enables information from additional data sources and applications to be prepared, evaluated and visualised. At Cargologic, iVIEW ensures that the location and corporate logic in Excel format as well as the target values resulting from the rolling planning, such as notified tonnage quantities, can be taken into account in the analyses and reports. With the introduction of this Master Data Management (MDM) solution, the data does not have to be entered separately into the database, but can be managed directly by the authorised employees in the departments via the Qlik-Sense user interface. Modules are used for commenting and planning figures (iVIEW.comment and iVIEW.plan).

### Application areas and usage

Qlik applications are gradually being developed for the management and all 30 departmental heads at the company locations in Zurich and Bern. The focus is on the main key figures "productivity", "quality" and "hours worked".

In addition, each departmental head can use an individual data mask to call up additional key figures that are relevant for their area and which they want to use to run their processes.

For example, management is currently consuming up-to-date information such as import and export flows or sales and tonnages according to criteria such as location or month, etc. It also indicates whether the quality standards agreed with the airlines are being met. If there are any discrepancies in this respect, quality management can carry out in-depth analyses to locate the cause and to initiate appropriate countermeasures.

Cargologic already also uses Qlik Sense to optimise personnel planning, improve control of the high-bay warehouse and to optimally plan maintenance work.

### The future

"In the final stage of development, we will be able to analyse the entire flow of goods comprehensively and in depth," says Florian Kulikowski. "It is already becoming clear how valuable it is for us to have an overview of the entire company with its various processes and to be able to visualise individual sections."

“We have become more measurable with Qlik Sense. Data has developed into easily consumable information that can be called up in different granularity – depending on how the user needs it. “

Florian Kulikowski, Business Analyst, Cargologic AG