



CASE STORY

ANALYTICS

# HÄFELE

Häfele's BI Evolution: A cyberattack as a turbo for future-oriented data analytics



## Über Häfele SE & Co KG

The Häfele Group, an international specialist in intelligent hardware technology, electronic locking systems, lighting, and networking, fell victim to a severe cyberattack that caused significant disruption to its global business operations. The company, based in the Northern Black Forest, turned necessity into a virtue and comprehensively modernized its IT landscape.

This also applied to the BI environment. "Our business data analyses were previously implemented with QlikView. Instead of rebuilding a structure distributed across multiple servers with considerable IT effort, we decided to switch to Qlik Sense."

"The goal was to establish a modern, centralized, and standardized data and reporting structure," reports Andreas Bihler, Head of Finance/Controlling at the Häfele Group. "We'd actually had the plan to migrate to Qlik Sense for some time. The cyberattack finally gave us the turbo boost."



- **Customer:** Häfele SE & Co KG
- **Industry:** Manufacturing / Production
- **Region:** Germany, EMEA
- **Function:** company-wide use
- **Challenges:** Rebuilding the BI landscape with central control after a cyberattack
- **Solution:** Implementation of Qlik Sense and iVIEW Library
- **Results**
  - o better analyses and reports
  - o harmonized, centralized Reporting structure
  - o reduced loading times

## Uncomplicated migration within four weeks

When switching from QlikView to Qlik Sense, Häfele relied on the support of Qlik Elite Partner Informatec, which had already successfully supported the company in previous BI projects.

Project preparations began in April, and the global go-live of the sales app took place as planned in May. Informatec was responsible for planning the system landscape, selecting the servers, developing the architecture, and setting up all components and interfaces.

Since full integration was not yet possible due to existing IT requirements, the SAP R/3 system was connected using the Qlik SAP Connector. Informatec handled the installation, setup, and server provisioning of Qlik Sense, as well as the implementation of relevant applications – including Vizlib for advanced visualizations and Qlik NPrinting, which will be used to automatically send reports in the future. The Qlik Elite Partner also supported the further development and new development of applications.

## Global Qlik Sense usage

Qlik Sense is used worldwide in all more than 40 companies of the Häfele Group by around 1,100 employees in various functions and departments.

In addition to traditional sales metrics, sales also has access to planned-to-actual and actual-to-actual comparisons, as well as analyses of sales and contribution margin trends – an important basis for identifying trends early on. Detailed information on sales is also available, such as the online and offline share, as well as trends by customer, product range, market segment, or supplier. The data is updated up to twice a day to ensure the most up-to-date information at all times.

Qlik Sense also includes a comprehensive inventory app for tracking global inventory trends. Analyses of inventory turnover and range enable early detection of potential write-down risks and identification of movement types. This allows Häfele to manage inventory across all locations and companies.

Purchasing uses Qlik Sense with the Purchasing App to analyze key metrics such as the volume of orders placed and the development of purchase prices. The sourcing footprint provides particular added value: It shows the markets and regions from which goods are sourced and forms the basis for in-depth risk analyses. This allows Häfele to better assess which procurement markets are particularly relevant and how the supply chain—from the origin of the goods to the transport routes—affects availability.

An assortment app for product range analysis and management is also available. "As part of the business plan, we define just over ten product ranges that we focus on," explains Andreas Bihler. "With Qlik Sense, we can evaluate these product ranges on a daily basis – for example, by revenue and sales per sales branch or region – and compare revenue with the respective budget."



## Optimized data management and harmonized reporting

For Häfele, Qlik Sense is an essential tool for analyzing and providing SAP data. Users work with curated, regularly updated KPIs. Particularly useful are practical features such as bookmarks, which make it easy to save recurring reports and views and share them with colleagues.

Cross-departmental collaboration is further supported by an embedded function. It creates dynamic links that contain all

active filters and settings. This allows multiple participants to analyze a topic in detail, either together or independently – always using the same data basis.

With the migration from QlikView to Qlik Sense, Häfele has standardized group-wide reporting and created clear Standards were introduced to ensure consistency and Comparability of reports has noticeably improved – informed decisions can now be made based on a common database. Performance has also been improved, according to Andreas Bihler.

“We have significantly shortened both the runtimes in SAP and the loading cycles in the Qlik environment.”

The scripts and data structures are designed for reusability according to the “one fits many” principle. This ensures a more efficient use of existing information and promotes data-based decision-making.

## Future

Further Qlik applications are already in the planning stages – such as analyses for logistics based on SAP EWM data. Häfele is also approaching the next stage of BI development: In the future, users will be able to create customized ad-hoc analyses in addition to standard reporting. To ensure that only centrally managed content is used, Häfele relies on a module of the iVIEW data automation framework developed by Informattec. The iVIEW Library enables consistent use of master items across all applications. Content can be grouped into domains and assigned to specific user groups – noticeably improving governance and security. Changes are distributed in real time via subscriptions.

Analyses that  
the difference  
make

[Learn more](#)



### About Qlik

Qlik transforms complex data landscapes into actionable insights that drive business success. More than 40,000 customers worldwide use our portfolio, which stands for modern, business-ready AI/ML and consistently high data quality. Our strengths lie in data integration and data governance, and we offer comprehensive solutions that work with a wide variety of data sources. Intuitive real-time analytics from Qlik uncover hidden patterns and enable teams to overcome complex challenges and seize new opportunities. Our practical and scalable AI/ML tools lead to better decisions faster. As strategic partners, we improve our customers' competitiveness with our platform-independent technology and expertise.

[qlik.com](http://qlik.com)



### About Informattec

Informattec focuses on consulting and implementing needs-based data intelligence solutions. The Swiss IT service provider relies on three pillars: customers, employees, and partners. As a BI professional with over 25 years of experience, Informattec stands for high-quality, sustainable, and customized BI solutions and services that are used across industries, departments, source systems, and functions. The Qlik Elite Channel Partner has already successfully implemented more than 750 projects for its approximately 350 customers.

[informattec.com](http://informattec.com)