

TRUE  CHART



## Group-wide data transparency with QlikView & TRUECHART

"QlikView helps us make better business decisions along the  
entire value chain [...]"

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**SULZER**



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"We were looking for - and found with QlikView - a solution with which all potential sources of analytical insights can be integrated in a performant and reliable manner, flexibly evaluated and distributed in a recipient-oriented manner!

QlikView enables us to bring consolidated information in the right format to the right person from the business department from middle to top management - from the big picture down to the transaction level, where operational and strategic decisions need to be made to optimize processes along the entire value chain."

## SULZER

The globally active Swiss industrial corporation Sulzer Ltd specializes in pumps, services for rotating machinery, and separation, mixing, and application technologies. The engineering company employs around 12,870 people at over 180 production and service sites in more than 40 countries around the world and generated sales of 3.425 billion Swiss Francs in 2022.



## Initial Situation

Sulzer and Qlik's joint success story began in 2012, when the industrial conglomerate was looking for a strategic BI front-end for data visualization and descriptive analytics to complement its existing SAP® BW and Microsoft SQL Server-based applications. "At Sulzer, we have a rather heterogeneous IT system landscape in the process-oriented area consisting of various ERP, CRM, sales and eTendering systems, all of which are potential sources of analytical insights," explains Steffen Lange, Head of BI, Sulzer AG. "We were looking for a solution that would allow us to integrate and evaluate all data pots in a fast and agile way."

The choice fell on QlikView Guided Analytics. The software was particularly convincing due to its patented in-memory technology: data from almost all common formats is linked in the working memory. Data access is correspondingly fast. The first application to be created was an application for the visualization of the monthly, semi-annual and annual financial statements based on the consolidated figures from SAP® BPC across all company units.

## The Projekt

Sulzer is supported by the HICO Group in the implementation of the project. In addition to the Qlik expertise, the Qlik Elite Solution Provider's industry knowledge in the area of mechanical and plant engineering, the profound process understanding, data and technology know-how with regard to the ERP systems in use at Sulzer, flexibility, customer and service orientation, experience in the implementation of global projects, as well as the regional proximity were the main factors that spoke in favor of the Qlik Elite Solution Provider.

Within 20 budget days and a project duration of three months, HICO Group developed and implemented the first version of a QlikView-based P&L/balance sheet cockpit. "Colleagues were used to waiting several minutes for the report when they ran it. If a selection was changed within the query, it was a case of waiting again," says Steffen Lange. "With the QlikView app, several minutes turned into a few seconds."



The QlikView application for the Finance department proved to be a complete success, which went "into series production" within the entire group: Thus, with the support of the HICO Group as well as internal developers, numerous applications were developed for worldwide use. Data from around 15 IT systems, some of which are directly connected to QlikView and some of which use data warehouses as intermediate layers, serve as the basis.

## Data Sources

SAP® BW, SAP®ERP, SAP®BPC, Microsoft Dynamics (ERP), iScala, BPCS, Infor Syteline, HYDRA, ORSOFT, in-house developments (Sales & Tendering, Production Planning) etc.

## Solution

Introduction of QlikView and provision of 45 global applications for about 1000 employees based on data from about 15 IT systems; introduction of the add-on TRUECHART

## Challenges

Complementing the existing SAP® BW and Microsoft SQL BI landscape with a strategic BI front end that enables the rapid integration and analysis of data from different sources and can be easily deployed directly in the business departments.

## Advantages

Integration of data from different source systems, high performance, short development times, visually appealing data preparation, high analysis flexibility, short response times, transparency and optimization of data quality.

## FUTURE

In the future, QlikView will be used to map cost type accounting for the finance department and a strategic project management dashboard. In addition, applications for the identification of sales potentials for spare parts and services are under development, for example for whitespot and customer recovery analyses.

In the future, Qlik-based lead time monitoring will be provided for the spare parts process. In addition, Sulzer will also implement the Qlik Sense self-service visualization solution for selected departments using the already developed QlikView data model. The goal is to implement a governed self-service BI concept.

Pilot projects are conceivable for the areas of spare parts and service, sales and project management. Other use cases are also currently being developed in the area of evaluating machine-generated data, in line with Industry 4.0 and IoT.

## Solution

Around 45 global QlikView applications and numerous sub-applications are used by around 1,000 employees worldwide in almost all departments. The focus is on sales, finance, procurement and project management.

"QlikView helps us to make better business decisions along the entire value chain - and thus to purchase parts more cheaply, to deliver our products faster, more profitably and analogically to customer expectations, to identify and exploit sales potential and, of course, to minimize and standardize manual data preparation processes," says Steffen Lange.

In addition to Qlik applications, Sulzer uses the TRUECHART add-on developed by the HICO Group, which allows all relevant use cases to be displayed in a meaningful way according to IBCS (International Business Communication Standards), even in dynamic structures. In addition, centrally controllable comments can be added to dashboards, which can be linked to all contents of the BI overview.

III P/L									
Values in EUR - Jan. May 2010									
	PY	AC	FC	DPY	DFC	Rating	Comment		
Food Revenue	4.471.4	4.305.1	4.489.4	96.3	-199.3	Acceptable	Enter comment		
Drink Revenue	397.0	496.8	491.5	+199.8	+5.3	Good	Expected revenue shifted from food due to seasonal customer decisions, increasing the (alcoholic) beverages orders		
Revenue	4.872.4	4.801.9	4.980.9	+45.5	-83.9	Acceptable	Enter comment		
Cost of Goods Sold	-1.444.1	-1.471.9	-1.568.9	+158.2	+118.0	Acceptable	New materials to lower prices due to a better quantity discount		
Sales Commissions	-482.5	-468.7	-469.7	+13.8	+13.0	Very good	Effect of the new strategic 'Sales Commission' structure since Jan 2010		
Delivery Charges	-180.5	-121.9	-116.2	+68.7	-6.7	Acceptable	EU European Regas as members of the same family		
Total Variable Costs	-2.487.1	-2.469.5	-2.562.8	+75.3	+94.3	Very good	Enter comment		
Contribution Margin	2.385.4	2.332.4	2.418.1	+102.9	+100.3	Good	Enter comment		
Overhead	-380.9	-348.1	-372.4	+32.8	-91.7	Acceptable	Enter comment		
Depreciation	-211.4	-316.1	-246.6	+104.5	-38.4	Acceptable	Enter comment		
Headquarter/Costs	-244.9	-316.6	-295.9	+71.7	-81.7	Acceptable	Enter comment		
EBIT	1.648.1	2.198.7	2.323.2	+575.6	-124.5	Acceptable	Enter comment		
Income Taxes	-229.6	-211.5	-178.0	+51.5	-51.5	Acceptable	Enter comment		
Interest Income	-285.9	-274.6	-274.6	+11.3	-38.6	Bad	Enter comment		
Reconciliation	-416.8	-369.8	-295.9	+121.0	-189.9	Bad	Enter comment		
Net Income	714.8	1.323.3	1.676.8	+961.5	-347.5	Acceptable	Enter comment		
III % of Revenue									
	PY	AC	FC	DPY %P	DFC %P	Rating	Comment		
Cost of Goods Sold	-29.8%	-30.4%	-31.4%	+0.6	+1.6	Very good	Enter comment		
Sales Commissions	-17.3%	-16.7%	-16.2%	+0.6	+1.1	Very good	Enter comment		
Delivery Charges	-3.7%	-2.5%	-2.3%	+1.2	-0.2	Good	Enter comment		
Total Variable Costs	-49.8%	-49.8%	-49.8%	+0.0	+0.0	Good	Enter comment		
Contribution Margin	50.2%	50.2%	50.2%	+0.0	+0.0	Good	Enter comment		
Overhead	-8.0%	-7.1%	-7.5%	+0.9	-0.4	Good	Enter comment		
Depreciation	-4.3%	-6.6%	-4.9%	+2.3	-1.6	Acceptable	Enter comment		
Headquarter/Costs	-5.0%	-6.6%	-5.9%	+1.6	-1.6	Good	Enter comment		
EBIT	33.6%	45.1%	46.6%	+11.5	+1.5	Good	Enter comment		
Income Taxes	-4.7%	-4.4%	-3.6%	+0.3	+0.8	Good	Enter comment		
Interest Income	-5.9%	-5.7%	-5.5%	+0.2	+0.2	Good	Enter comment		
Reconciliation	-8.6%	-7.7%	-5.9%	+2.7	+2.4	Good	Enter comment		
Net Income	14.7%	27.1%	33.5%	+18.4	+8.8	Good	Under current circumstances - more than an acceptable result		

"We are particularly convinced by the ability to set and share comments in the dashboards down to the line item level - including the approval process," clarifies Head of BI, Steffen Lange.

TRUECHART is used, among other things, for the visualization of sales figures and for the orchestration of sales and production activities within the Water business unit.

# SULZER



**Steffen Lange**  
Head of Business Intelligence  
SULZER AG

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