

## Highland Spring drives efficiency with Qlik

“Our aim is to provide wider access to data around the organisation and to save time. It’s about ensuring that the business is as efficient as possible. That not only makes us more effective, but also helps us to improve customer service. We’ve got big plans for QlikView. We’d love to use it within our marketing department to analyse external market data. We’ve also got some ideas on how Qlik Sense could benefit within various other areas of the business. We’ll probably be exploring those later in the year.”

Alison Hanning, Head of Information Systems at Highland Spring



### Customer Name:

Highland Spring

### Industry:

Utilities

### Location:

UK

### Challenges

- Complex data access and static reporting
- Creating dashboards was extremely time-consuming
- No ‘ready access’ to data and a heavy IT & support burden due to a lack of self-service BI
- Limited confidence in data and information discovery by users, particularly sales

### Solution

Qlik deployed through Datatechnology, as a stable and flexible BI platform to replace data load, analytics and reporting. The first app was delivered within 12 weeks and is now used across the enterprise - Exec, IT, Field Sales and in the Supply Chain. In Supply Chain the usage is for inventory and stock planning and movement to gain more accurate insight and quickly enable better planning and stock rotation.

### Results

- A single version of the truth and ROI within 6 months
- Standardisation and automation of the supply chain process
- Budget process is more streamlined, sales forecast and performance now reviewed daily and reduced report turnaround times – all delivering significant cost savings
- Resources freed up to focus on other issues and employees have a renewed interest and sense of ownership of their data
- Flexibility to support many departments