TIMEXTENDER | nedap

Creating accurate and timely business insights reports with TimeXtender's Discovery Hub™

Who wouldn't want to take the drudgery out of compiling report data while at the same time reducing the potential for errors?

NEDAP - THE IMPORTANCE OF IDENTITY

Nedap N.V. has been developing smart technical applications to solve tomorrow's challenges since 1929. The company believes that a smarter application of technology can help solve tomorrow's challenges. Nedap-professionals have a thorough understanding of what technology needs to do for customers and end users and how they prefer to use it.

Nedap has eight business units: Healthcare, Identification Systems, Library Solutions, Light Controls, Livestock Management, Retail, Security Management and Staffing Solutions. They work closely together and share ideas on a continuous basis.

KEEPING TRACK OF BUSINESS

With its emphasis on intelligent, intuitive identification systems, Nedap was keenly aware of challenges within its own internal operations caused by different international offices using differing Enterprise Resource Planning (ERP) systems with inconsistent levels of compatibility. Here's Nedap's Application manager Andre Bleumink to elaborate:

"The problem we had was that we needed information from the ERP systems of each of our ten or so offices. They all work in Navision, so we could easily put a lot of sales data in. Our big problem was getting the data out in a controlled fashion. We started to use QlikView as a reporting tool but the only way to get the data into QlikView was by exporting data from our different ERP systems through CSV files before then loading them into QlikView as a source."

You don't have to be completely familiar with these particular systems to understand the problem here – data was being shoved from one place to another manually. "Within each individual country, the system worked well," notes Andre. "But while we would have accurate reporting of what was going on in Spain or the UK or Germany, it was hard to produce a report that gave an overview of the whole company. Also, what's considered the standard data format in Hong Kong could be slightly different from that in Europe, so to make a meaningful comparison of business units, we would have to load everything from all the different sources before creating a single, standardised database for each report. Eventually, we just couldn't keep up with it."

CUSTOMER BACKGROUND

- Global supplier of complete identification and security solutions
- HQ in the Netherlands, 750 staff worldwide
- Active in sectors including livestock management, retail and dynamic lighting

CHALLENGES

- Nedap had no single automated way of producing company-wide reports
- Existing solution had potential for outputting unreliable or incomplete data
- Inconsistencies in data formats made like-for-like comparisons of markets problematic

SOLUTION

- Implementing TimeXtender's Discovery Hub™ to create a single source of corporate data

BENEFITS

- Reports can, if so desired, now give an overview of the entire company
- Company-wide data requests for reports handled by just two employees
- Automated data error alerts implemented

Nedap's challenges with data were obvious. The data exporting process being a time consuming task. Individual offices not using the same data settings. A single global view of operations a harder task to complete than it should be. So Nedap went looking for an answer to their problems. What they found was Discovery Hub™ from TimeXtender…

THE TIMEXTENDER SOLUTION

Most of Nedap's own staff have no idea that Nedap uses Discovery Hub™. In fact, only a couple of Nedap's employees – Andre Bleumink plus Application Manager Jacqueline Hofmeijer – ever have to use it. Yet by implementing Discovery Hub™, Nedap has slashed the time it takes to produce reports, stomped on report errors and allowed the company to present a single overview across all of its international bases. How? Let's break that down…

BENEFITS

● **Minimal Disruption** – "We were facing a growing need to get more data out of our Dynamics NAV ERP platform and our Customer Relation Management and Product Lifecycle Management systems." By replacing the source for QlikView by TimeXtender in a gradual rollout, other parts of the business were unaffected – and probably blissfully unaware of – its implementation.

● **Time Savings** – A global view of a business vertical used to require the assembly of all data from each part of the business to give a single snapshot that was only accurate and timely for the moment that it was created. "It used to take days for us to create that," says Andre, "but now it would be more like a few hours. The time saved really is that much."

● **Accuracy** – Prior to the Discovery Hub™, data produced for reports through QlikView always came out in an entirely readable, well-presented format. Sometimes, though, it wasn't the right data. "If the export failed, the report might contain data that wasn't up-to-date but you wouldn't have a clue if that was true or not," says Andre. "We now have automated emails informing us what went wrong and it's far better to not load false data than to draw incorrect business conclusions from a report containing incorrect data."

● **Ease of Use** – Use of the Discovery Hub™ only needs to be in the hands of a couple of Nedap employees since they can now quickly and efficiently handle all requests for data. "There's now a lot of logic behind how we refine and present business data," says Application Manager Jacqueline Hofmeijer, "and being able to define it is a big advantage of using TimeXtender, which makes it easier for the users." Rather than being presented with hundreds of different columns for each record, as they were before, users can now see the relevant columns pre-selected and then presented in a view that gives files recognizable titles relating to them rather than cryptic database headings. Also, Discovery Hub can easily flow data into QlikView but also into Power BI and Excel, so Nedap has the freedom to work with any front-end tool they want.

"A BIG ADVANTAGE"

Nedap's adoption of TimeXtender's Discovery Hub™ has allowed the business to view its global operations as a single entity by automating the creation of internal reports. By assembling data from numerous sources into a single staging area, it has reduced the need to do the same processes time and time again. Most importantly for a business, it has allowed its staff to make decisions based on accurate data. "For Nedap employees looking at reports," concludes Andre, "they don't even know that there is something like TimeXtender. To them, it just means they can quickly get to their information from a single point. And that's a big advantage."

> **\\ It used to take days for us to create accurate company wide and cross country business unit reports, but now it would be more like a few hours. The time saved really is that much.**

- André Bleumink, Application Manager, Nedap

Bridge the gap between business and IT with TimeXtender

TimeXtender is democratizing access to corporate data enabling business users and liberating IT by automating the complex and time intensive tasks required to access, model and govern data.

PARTNER

TimeXtender operates through a global network of channel partners. Nedap has chosen Victa as their TimeXtender partner. Victa has been a TimeXtender partner since 2015, with headquarters in the Netherlands. Victa primarily focusses on TimeXtender solutions in combination with Qlik for visual analytics and Alteryx for data analytics.

FOR MORE INFORMATION
www.timextender.com

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