



“Our Qlik apps, created by Informance, have transformed the way we work with data and they support all the reporting processes we need.”

Anthony Hurley,
IT Manager, Niftylift

Qlik transforms Niftylift’s reporting processes and delivers actual, factual and proven data across the business.

Background

Niftylift was established in a garden shed in Bedfordshire, UK by Roger Bowden in 1985. The company specialises in mobile elevated work platforms and its first product, Nifty 120, a simple, lightweight 12 metre trailer mount was the first machine to be designed and manufactured and is still in production today. By 1994, Niftylift had moved to its purpose-built headquarters in Stonebridge, Milton Keynes where manufacturing continues to take place today.

Niftylift is now one of the world’s leading and award-winning manufacturers with over 400 employees in the UK and USA, alongside a vast dealer network across more than 40 countries worldwide to support its 75% sales efforts.

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Introduction to Qlik and Informance

Traditionally a Crystal reports and server customer with the Infor VISUAL ERP system, Niftylift was introduced to Qlik's data discovery solutions through a customer who had recommended Qlik. Niftylift was then referred to Informance who organised a Qlik 'seeing is believing' day to demonstrate the power of Qlik and Informance's dashboards, which resulted in Niftylift choosing QlikView as its business intelligence platform.

QlikView was then delivered to over 85 users within Niftylift's purchasing, production, sales and IT departments. QlikView's applications now number 28 and its use is growing across Niftylift's two sites with dashboards for managing customer order summaries, ledger analysis, labour booking analysis, purchasing analysis, logistics, production, quality analysis, stock analysis, warranty analysis and service desk.

Anthony Hurley, IT Manager for Niftylift says: "In the 'seeing is believing' day we recognised how Qlik could transform the way we worked with data and support the reporting processes we needed. On the back of this and with guidance from Informance, we created an app. for the purchasing department very quickly". He continues: "Whilst you can have a good piece of technology like Qlik, you still need skilled people to come in and deliver the solution. We've had several Informance consultants who understand entirely what we are asking of them and produce an outcome with relevant Qlik apps delivered within days as part of the whole platform."



"Qlik is an evolving platform within Niftylift and only limited by people's imagination as the more people who use Qlik naturally question the data."

Anthony Hurley, IT Manager, Niftylift



Reporting Challenges and the Solution

Prior to QlikView, Niftylift had to create individual reports to send to all its 180 suppliers with orders in arrears of parts that were outstanding, which was a manual process running on a weekly basis. Introducing Qlik's NPrinting delivered reports automatically to all its suppliers in a timely manner and on a weekly basis, which has saved Niftylift considerable time as previously, it had been sending out hundreds of individual emails every week. Niftylift also required several other reports to enable them to track their stock and patented parts. These include maintenance requests, which keep track of all requests, how long they take to complete and days outstanding. Initial sample inspections, which shows the details of each part to be tracked. Patent parts which displays each part that has a patent, required for auditing purposes and stock coverage which shows the number of day's coverage based on average consumption, which helps keep control of stock.

Anthony says: "We haven't pushed Qlik to anyone, quite the reverse, as what we are finding is that people see a department using Qlik and ask to have it too, so we work with Informance to scope and deliver what they need. For example, in arrears reporting, Informance helped in the report creation based on similar experiences with other customers then delivered the most appropriate apps and outputs to us."



Dedicated Usage

Working in partnership with Informance, the Niftylift IT team has delivered dedicated apps and reporting across the business for everyday operations. For example, the logistics department has a Qlik dashboard that has helped alleviate the issue of stock waiting to be stored. The dashboard is illustrated on a large screen and shows exactly what is going on, such as purchase orders received and what has been stored and what is still to be stored. In the supply department, Qlik factually demonstrates percentage of performance of suppliers in terms of delivery timings against requirements. Production use KPIs and measure performance using NPrinting to report each KPI within their production dashboard. IT use Qlik to prove operational facts such as, if spikes happen it may take time to get to new tickets and the visual element of Qlik really illustrates this. The production department can look at workforce performance and identify if any employees need support. Alerts created, such as for price increases, enable Niftylift to be aware of when costs have increased on parts and adjust pricing to avoid margins becoming squeezed.

Anthony says: "Qlik delivers actual, factual and proven data we can work with, rather than us having to work on any assumptions from data. For example, our production manager says there is a 4-hour per week saving by using one tab in the Qlik app for core data, as opposed to hours spent reviewing spreadsheets. Our executive management are also fans of Qlik for example, our production director has an app to help manage stock with a buffer and our financial director uses an app to help with the annual auditing process and save time with the general ledger."

Customer Name

Niftylift
www.niftylift.com

Sector

Manufacturing

Products

QlikView, Qlik NPrinting

Data Sources

Infor VISUAL ERP and other data sources

Benefits

- Niftylift has transformed its reporting processes with actual, factual and proven data with dedicated Qlik applications and reporting for everyday operations.
- Qlik highlights when costs have increased on parts, enabling Niftylift to adjust its pricing to avoid margins becoming unprofitable.
- Niftylift has saved considerable time in reporting with production saving 4 hours per week using just one tab in Qlik.
- Management reports are now done in a matter of hours with Qlik - previously, reports took a full day to produce.
- Supplier reports are now delivered automatically on a weekly basis with Qlik NPrinting - previously hundreds of individual emails were being sent out.
- Qlik has helped Niftylift alleviate the issue of stock waiting to be stored which has reduced supply chain costs.
- Qlik delivers fast, factual and proven data so Niftylift no longer has to rely on assumptions.

Benefits of working with Informance and the future

Informance has been working with Niftylift for several years and continues to provide advice and work to the business as the Qlik platform evolves.

Anthony says: “The benefit of working with Informance is the staff they provide as they produce work of real value to our company which illustrates our return on investment and is why we have an agreed long-term consultancy. Informance is both excellent and flexible in the scheduling and provision of consultants and administration and its people have the skills to interact with our staff and command respect. We have a dedicated consultant on-site who is in constant demand, based on the valuable work delivered with Qlik apps in key areas. In production, this has helped with management reporting, as previously it took a full day to produce a weekly report, now it’s all done in a matter of hours through Qlik acting as a single source.”

Anthony concludes: “Qlik is an evolving platform within Niftylift and only limited by people’s imagination. The more people who use Qlik naturally question the data as in what to do next or what to ask which means several apps are evolving as we glean more from our data which will help us make even better decisions.”



“Qlik delivers actual, factual and proven data we can work with, rather than us having to work on any assumptions from our data. In production alone there is a four hour per week saving by using one tab in the Qlik app for core data, as opposed to hours spent reviewing spreadsheets”

Anthony Hurley, IT Manager, Niftylift

About Informance

Informance provides business intelligence and data management solutions to organisations who want to improve reporting and uncover deeper insights within their data. It has many years’ experience in delivering intuitive dashboards, built using advanced technology from Qlik, that help manufacturers improve decision-making, operational efficiency and profitability.

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