Success Story LSG group:
Global Executive Management Cockpit with TRUECHART and Qlik Sense

LSG Group improves Corporate Controlling process for producing their monthly Executive Management Report

TRUE CHART

LSG Group

TRUE CHART

Qlik Q

Client
LSG Group
Region
Neu-Isenburg, Germany
Industry
Aviation/Food and Beverage/Logistics
Department
Managing Directors, Executive Management, Controlling, Finance, Treasury, Sales and Quality
Application
Visualization, Collaboration, Automation, Reporting, Planning
System Environment
SAP SEM-BCS, Oracle, Salesforce, Sharepoint, Excel

Executive Summary
LSG Group introduces Qlik Sense and TRUECHART to replace existing process for producing the monthly Management Report. This solution enables efficient visualization through self-service and guided analytics, as well as IBCS® conformity and new commenting and collaboration functions through TRUECHART.

The LSG Group is the world's largest provider of integrated products and services for in-flight services. These include catering, in-flight sales and in-flight entertainment programmes, in-flight service equipment and the associated logistics and consultancy services as well as lounge operations.

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Project Partner: HICO-Group

The BI experts and IT consultants at HICO-Group design and implement integrated business intelligence and controlling systems across all industries and functions. Using market leader software from QLIK®, JEDOX®, MS POWER BI® and TimeXtender®, a company's internal value-chain processes can be significantly improved. With ROKS, the Results-Orientated KPI System, the success-relevant KPIs are generated, processed, and transformed into state-of-the-art visualizations according to IBCS® standards. In addition to the integration of SAP®, Microsoft®, and other ERP systems, HICO-Group offers TRUECHART, a scalable cross-platform BI tool, which optimizes the visualization of controlling data in IBCS® format in individual dashboards and offers new possibilities for commenting and collaboration – no matter which platform you use.

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Outcomes

- Data supplied automatically

- Any source system can connect

- Browser-based use

- IBCS-compliant displays make reports more legible and under-standable

- Access via any stationary or mobile device

- Production time reduced

- Improved data quality in the source systems

TRUECHART specs

- Powerful IBCS® Charting Engine

- Advanced Chart Layout Wizard

- Cross-Platform Template Library

- Report Annotation & Commenting System

Initial Situation

"Static, time-consuming and insecure" is how Frank Hefner, Business Analyst BI at LSG Lufthansa Service Europa/Africa GmbH, describes the previous process for generating the executive management reports for the LSG Group. It is the most important management report for the Group, being an end-of-month report on the company's situation from various perspectives – for example, sales and revenue, quality, budget deviations, year-on-year changes, etc.

"For Corporate Controlling, the preparation of the monthly management report has been a time-consuming task with sometimes manual activities. Data preparation, validation and commenting were associated with quite a lot of effort," explains Hefner. "First of all, they collected key figures from finance, treasury, sales and quality and put them into Excel. The comments the various regions had to make about the figures were also collected in an Excel file – every region has to say every month why they are above or below the target and where the deviations come from. The figures and comments were put into a huge Excel spreadsheet, converted to a PDF, and emailed to the recipients."

LSG Group

From an IT perspective, the solution was adopted at that time due to its high-performing in-memory engine, ease of use, wide range of ETL functions and the short "time-to-market" for its introduction. Those benefits were also convincing arguments for using the solution to generate the executive management reports. "There is another aspect for me," adds Hefner, "Qlik Sense is totally web-based. Users can get started straight away, with no technical obstacles. The responsive design means that the interface always adapts optimally to the end device. So, creating mobile applications doesn't require any extra development work. Moreover, the data and applications are available all around the world at any time."

-Frank Hefner, Business Analyst BI at LSG Lufthansa Service

Solution

Since 2015 the LSG Group has been using the Qlik Sense data visualisation solution in its finance, treasury, operations, sales and quality management departments.

The challenge was not only to consolidate and prepare data from different systems, but also to capture and map managers' comments. Additionally, there was the requirement that visualizations of data and information should be displayed in a way which complies with the International Business Communication Standards (IBCS).

HICO-Group, expert partner specialized in developing Qlik extensions and also expertise partner, complies precisely in these two requirements with the Qlik extension TRUECHART which they developed themselves. This enablesany relevant business transaction to be displayed in charts via dynamic structures that comply with the visual presentation standards recommended by the IBCS Association. Moreover, analytical processes can easily be linked and comments can be inserted and managed from a central location.

In developing the data model, designing and implementing the dashboard and various IBCS-compliant views, the group was supported by Qlik full-service provider HICO-Group. "HICO-Group were definitely a crucial factor in the project's success", says Hefner. "The way they drove it all, with superb techno-logical skills and human resources, was really outstanding."

LSG Group

"What makes Qlik Sense and TRUECHART so valuable as a BI platform is its great flexibility. We can carry out any analytical task, no matter which source system the data comes from or what type of content needs to be mapped. And it is displayed nicely and in a standardised way."

-Frank Hefner, Business Analyst BI at LSG Lufthansa Service

"The authorisation concept for user access is a matrix-like structure," explains Hefner. *"Firstly, we can use the various views available to configure an approval. Secondly, we have developed an extensive data permissions structure. This ensures that users can only see the data shared with them."*

Time to value

12 weeks

to connect the first data sources and provide a live application, ready to use

Deployment Area and Benefits

In all, around 100 employees are using Qlik Sense in conjunction with TRUECHART. The data from the different sources are automatically loaded to Qlik Sense, following a defined schedule. Then they are analysed and the results are dis-played in IBCS-compliant dashboards. The decentralized capture of management comments via TRUECHART is controlled by a two-stage workflow.

The comments are first entered by the roughly 15 editors worldwide and then reviewed by the Corporate Controlling department. After completing the commentary entry, the new review period is released to consumers via the touch of a button.

Users can move freely within their permissions and select data according to the criteria that are relevant to them, which avoids mash-ups.

Future

A company-wide initiative is currently underway to check which reports are being produced for which management levels, and which can be mapped using Qlik Sense and TRUECHART, with a view to making the report generation process leaner and to ensure that report layouts adhere to common standards. The treasury department, for example, can already use the Qlik Sense application to produce their reports, and others will follow.