



Customer Case Study

Closing Data Gaps and Improving the Reporting Process

CUSTOMER

ITW ROCOL

LOCATION

United Kingdom

INDUSTRY

Manufacturing

WEBSITE

www.rocol.com

PROBLEM

Consolidation of two disparate business systems into one still left gaps in the data required for reporting of key sales information and lead to a manually intensive process for the generation of key reports.

SOLUTION

A web-based application for capturing the missing data supported with complex database reports and automatic generation and distribution of business critical information.

BENEFITS

Complete dataset.
Single point of reference for management information reporting.
Elimination of manual effort and potential errors involved in generating reports.

About ITW ROCOL

Established in 1878 as a manufacturer of specialist industrial lubricants in the UK, ROCOL has expanded considerably over the last 120 years and now offers Lubrication, Site Safety and Adhesive solutions to nearly every facet of industry with over 150 distributors stocking and supplying the product range worldwide.

Requirements

When ITW ROCOL decided to merge two of the key business systems into one, the existing data capture process was no longer sufficient to provide the level of reporting required to ensure an efficient level of management information. Not only was the data not granular enough, the process for generating and distributing the relevant reports was manually intensive and required specific knowledge of how to aggregate data from disparate data sources.

The Company firstly wanted to ensure all data was captured and available to provide a complete statement of key sales information and also identified this as an opportunity to streamline and improve the reporting process by automating the generation and distribution of a complex report.

The Solution

Cooper Software worked with the company to undertake a Business Information Review which detailed which data items were missing to complete the information picture required to manage the business going forward. This review also identified how these gaps could be filled ensuring the final solution integrated seamlessly with existing business systems.

The process of the Business Information Review also identified the key priorities and timescales required by the customer. The necessary web application to allow users to capture missing data was rapidly developed through a process of iterative development and quickly integrated with the customer's new consolidated ERP system. Emphasis was placed on ensuring the look and feel of the

application was similar to that of the ERP system to ensure users remained comfortable with its use.

The single most complex and challenging part of the solution was the generation and validation of the supporting database reports which would aggregate the bespoke data captured by the application with the transactional sales data. Only by working closely with the customer to understand the processes dependent upon this information, was it possible to provide a consolidated view which delivered all data in a consistent, complete and efficient manner.

The Results and Benefits

The Sales Area application has improved the depth of data captured by the Company and has improved the delivery of the associated management information. It is now possible to track critical sales information much more effectively than ever before.

The supporting database reports remove dependencies on legacy artefacts and reduces the load on the database by ensuring data is retrieved in the most efficient manner.

Finally, the delivery of MiView™ allowed a simple dashboard solution to provide instant and up to date access to the sales information as well as the automation of the Daily Sales Report. This reduces the need for manual intervention and the risk of error and releases employees to focus on more whilst ensuring information is delivered in a timely fashion to the required departments.

Comments

"The complexity of the existing data and supporting information reports made this an extremely challenging delivery. By working closely with the customer and remaining flexible to the changing landscape of requirements, we were able to successfully deliver all components of the overall solution in line with the customer's priorities."

Gary Clark – Software Development Manager, Cooper Software



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