Success Story Deutsche Telekom

HICO Group meets BI special requirements of a complex prototype with Qlik Sense and TRUECHART

The challenges were tough. With the BI experts from HICO Group and the Qlik Extension TRUECHART, even highly complex tasks could be solved.

TRUE CHART

Faster and automated updating of data in month-end reporting

Deutsche Telekom is one of the world's leading integrated telecommunications companies with around 184 million mobile customers, 27.5 million fixed-network lines and 21 million broadband lines. In 2020, 226,291 employees generated revenue of EUR 101 billion.

The BI experts and data management consultants of the HICO Group design, implement and integrate 4th generation business intelligence controlling systems across industries and functions. In partnership with the market-leading software manufacturers of JEDOX®, QLIK®, MICRO-SOFT® (POWER BI®) and TimeXtender®, customer-internal value creation processes are significantly accelerated and qualitatively improved.

Initial situation

Deutsche Telekom's financial reporting in Bonn faced major challenges

Over the years, data from operational and financial systems was collected and manually processed in preparation for regular decision-maker meetings, requiring a great deal of resources. Many applications were also based on spreadsheet applications programmed in Excel, and various visualization tools were used. For this reason, the Finance Department launched a digitization initiative. The possibility of self-service operation was given very high priority, which led to a complex prototype architecture.

Project goals in building the prototype.

The primary goal was the faster and automated updating of the data

The primary goal was faster and automated updating of data as part of the month-end closing process and the associated reports and dashboards. With the elimination of time-consuming manual work, the plan was to update the reports with greater frequency as part of the month-end closing process. In the future, the data was to be prepared automatically in a standardized target format. For this purpose, the process was to run much faster than before and it was to be possible to comment on the visualizations.

BI-Plattform and Setup:

In the market-screening different systems were compared and tested

Finally, Qlik Sense with the TRUECHART extension was identified as a potential favorite. Qlik Sense served as the software base, and TRUECHART served as the extension for the high level formatting requirements for management reporting. The proof-of-concept showed that this software combination met the requirements and was the most promising.

In October 2017, the initial workshop took place with the BI consultants specialist HICO-Group, in which not only the technical specifications were defined, but also the requirements regarding dashboard and report design. Special and unusual was the specialist side entry into the development: the basics were worked out together in this workshop.

Concept phase: automation, speed and efficiency

Onboarding

High level of basic understanding in the Telekom team

The HICO Group experts chose the soft entry method and introduced the Telekom project team to Qlik Sense and TRUECHART with coaching and onboarding. The basic understanding was very high, and the similarities between Excel scripts and the expressions in Qlik Sense made it easy. On the other hand, the gentle introduction also meant: introducing examples in the enterprise area, presenting similar best-practice cases. This laid the foundation for the concept.

The results of the first intensive project phase were the first executable prototypes, know-how transfer of the basics, all requirements understood and described in detail.

Concept phase

Many roads lead to Rome

"Automation, speed and efficiency were the overriding goals in our process design," says project manager of the Telekom team, Klaus-Peter Starkloff. With the proven Qlik expertise of the HICO Group, the architecture of the application was designed to be timely and sustainable. After all, the applications had to function for many years and be maintainable by the team itself. And: the applications had to be scalable, they had to be able to grow with the company and the data.

Self Service

HICO Group project manager Dawid Marciniak explains: "Our project approach from the outset was to involve Telekom's project team very closely and enable them to operate the applications themselves. We complement QLIK Sense with a framework and best practices to create the ideal solution for our customers. We work together with the project team to implement the requirements, which was the key to the great success of the project."

International Business Communication Standard IBCS

"We build our reports according to the International Business Communication Standard IBCS®, because it allows us to achieve a much higher speed of comprehension while significantly reducing misinterpretation. The decision to introduce this standard was important and correct," says Klaus Peter Starkloff. "TRUECHART visualizes automatically according to the IBCS® standard."

Challenges:

The requirements from the specifications were demanding, because the structure of the tables was unusual. Special requirements could not be solved with the Qlik Sense application, especially in the visualization area, the requirements were significantly higher than the given possibilities.

This is where TRUECHART closed the gap. Klaus-Peter Starkloff was satisfied: "The extension not only offers almost all degrees of freedom with regard to the visualization requirements, but also makes data point-related commenting possible. Overall, the project was more complex, but all requirements could be implemented. Very pleasant from our point of view: with new releases, the ease of use of TRUECHART grew more and more."

The topic of security was also a central part of the conception, since the supporting team was to host from Eastern Europe. The structure of the reports also required interventions in the configuration files, because the analysis results were to be exported at the push of a button and without a special print solution into the carrier media PowerPoint presentation and PDF for primary online use.

"The capabilities with TRUECHART are significantly more extensive than in Qlik Sense."

Project results

The results were impressive: the applications ran automatically, the analysis export to the carrier media worked, the report and dashboard recipients and the project team were highly satisfied.

Klaus-Peter Starkloff: "HICO Group's expertise in custom Qlik Sense applications is really impressive. Here, not too much was promised, here it was delivered. The time-to-report has decreased enormously due to the automation per click, the manual input has been almost completely eliminated. And: the HICO team made us Qlik champions, they are very good coaches, respect!

From our point of view, the project is a great success, highlights in the reports are the commenting features and the visualizations according to IBCS® standard. We are consistent in the presentation, have a very high level of automation and thus achieved our goal of updating and providing reports and dashboards very quickly."

User opinion: TRUECHART in application
Jürgen Scholz, Controlling Deutsche Telekom

Hello Mr. Scholz, when did you start using TRUECHART and what was your first impression?

Jürgen Scholz: "We have been using TRUECHART since the beginning of 2020. The first impression was indeed very good, I was impressed by the many setting options that the program offers and which have proven to be very beneficial in the course of familiarization.

Is TRUECHART easy to learn?

Jürgen Scholz: "I would say it is relatively easy to learn. You don't necessarily need training for it, because out of context, many functions explain themselves intuitively."

Do you have the feeling that they work faster with TRUECHART than before without the software?

Jürgen Scholz: "The implementation of TRUECHART is not quite trivial and costs time if you do it exactly. If you then use preconfigured elements, you are very fast in comparison."

Which functions do you like best in TRUECHART?

Jürgen Scholz: "Definitely the menubar! It has a high range of functions and is extremely practical to use. I particularly like the menu highlighting: The user always sees exactly where he is on the road. The configuration options of the menubar are great, as is the page navigation with the drop-down fields and the easy reset option of the filter selections. The commenting features in TRUECHART are also among my favorites. Example: As part of a report we provide centrally, there is the ability to make regional comments. At this point, we particularly appreciate the traceability of who commented on something and when."

Would you recommend TRUECHART to others?

Jürgen Scholz: "Yes, TRUECHART gets a clear recommendation from us! The effort to familiarize oneself is not to be underestimated, but then the great advantages in the use of the software outweigh this. Also in productivity."

Thank you very much for the interview, Mr. Scholz!

Jürgen Scholz: "With pleasure."

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Klaus-Peter Starkloff, Project Manager Telekom

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