

CASE STUDY: HEATING PLUMBING SUPPLIES

BUSINESS-WIDE MANAGEMENT DASHBOARDS

Using Analytics to gain greater business insight and enhance competitive advantage.

HPS (Heating Plumbing Supplies) is the south's leading and fastest-growing Plumbing & Heating Merchant, supplying the Trade with a large range of domestic heating, plumbing and bathroom products.

HPS began trading in October 2001, and now has a network of 34 branches in London, Kent, Surrey, Sussex, Hampshire, Berkshire and Dorset with a turnover in excess of £56m in 2016.

ISSUE:
LACK OF TIMELY INFORMATION

HPS is a rapidly expanding organisation that was outgrowing its previous reporting toolset – a combination of ERP reporting and Vecta for sales analysis.

The reports were static, not detailed enough and took too long to compile.

There was huge frustration within the business knowing that crucial information

was locked away within the data that could not be harnessed with the current software – potentially hindering competitive advantage.

All the key parts of the business (sales, purchasing and stock management) were suffering and it was clear that an alternative reporting and analysis solution had to be found.

SOLUTION:
ORGANISATION-WIDE QLIK DASHBOARDS

After researching how other Merchants had attempted to address similar problems, and following a successful proof-of-concept development, Qlik technology was chosen as the way forward, all delivered by QlickIT Limited.



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“The Qlik solution has made a massive difference to our business - QlickiT delivered more than they said they would deliver!

We were worried the solution was over-hyped and too good to be true, but it wasn't. It was like moving from the old manual dial-up telephone to an iPhone7!”

Nick Walker
Operations Manager
HPS

**OUTDATED
REPORTING**
replaced by
state-of-the-art
Interactive
Analytics

Subsequently a whole suite of interactive Dashboards has been implemented covering all the main areas of the business operation, putting up-to-date information at the fingertips of key personnel - facilities that could only have been dreamt of previously.

Designed to automatically refresh with the latest data, the Qlik dashboards provide key information to users across the organisation in the form of interactive analytical dashboards with complete drilldown functionality to the lowest level of detail.

**OUTCOMES:
ENHANCED COMPETITIVE
ADVANTAGE**

HPS was pleasantly surprised to find the whole process was far easier than initially imagined.

Qlik's ability to easily connect to the various old ERP sources, including a fairly old ERP system, enabled a holistic view of data across the organisation. Benefits have been felt in many areas, including:

SALES

The new Sales Dashboard has provided greater insight, leading to much more awareness of detailed business performance, in a more timely fashion.

By having key detailed sales information readily available, rapid identification of product profitability has led to the revision of stocking policies, with subsequent gross margin improvements.

PURCHASING

Having a holistic purchasing dashboard has not only improved the way HPS purchases its goods for resale, but it has also changed the dynamic in supplier negotiations, with resultant improved buying prices.

STOCK MANAGEMENT

The Stock Application has had the most impact.

To have the drilldown visibility across the branches and business as a whole, line-by-line, has enabled a huge re-balancing of stock holding.

Three new branches have been opened by transferring surplus stock from existing branches, with minimal additional stock purchases - saving £250K - £300K in stock investment.

A huge positive impact on cash-flow and Working Capital.

IT

The old reporting system meant that IT had to spend a whole day to produce just one of the many main monthly reports.

That same report is now produced in a couple of minutes, with virtually no effort at all. IT is now able to concentrate on more proactive support for the business rather than churning out reports.

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