

Foxconn chose Qlik Sense. Today it saves time and money.

Foxconn is a global leader in delivering complex IT solutions and consumer electronics production. In terms of sales among IT companies, it is the world's number three.

This Taiwanese company has been operating on the market since 1974, while continuously developing its capacity ever since.

ADVANTAGES

- Reports in less time
- Wide-angle view of production
- Productivity overview
- Operational error analysis in production
- The tool can handle large amounts of data



SOLUTION OVERVIEW

Foxconn

INDUSTRY: production

FOCUS: comprehensive IT solutions and consumer electronics production

CHALLENGES: Give business users a tool they can work with without any problem and make quick decisions. The underlying notion is simplicity, clarity, but also massive analytical performance and the ability to handle more than Excel.

SOLUTION: Foxconn uses Qlik Sense in the quality department, it is also useful in order management, logistics and production analyses. The tool has made it possible to look at manufacturing processes from a new point of view - through products, lines, shifts, teams or even suppliers.

Data sources: SAP, eFOX, MS Excel, MS Access



FOXCONN®

„Qlik Sense surprises us with its possibilities, yet it meets our high expectations. Of course, there are limits to it, but often they are on our side. We have to learn that Qlik works differently than traditional Excel or SQL databases. To get the best out of Qlik Sense, it's important to change our thinking.”

TOMÁŠ BACHORÍK, project sponsor, Foxconn

This growth goes hand in hand with the increasing complexity of IT environment and data. It was also necessary to adapt the company's IT environment to such dynamics. The company needed to improve its ability to make quick and flexible decisions without which smooth functioning, prosperity and further development are unthinkable. The company needed an overview of every issue the company faces from different departments or functional units (logistics, production, quality control, etc.). We're really talking here about large volumes of data. Foxconn knows that if it wants to succeed, it needs modern BI technologies.

Key needs

The traditional model, where the IT department is in charge of the entire reporting, or where the users create reports in MS Excel, is too skewed. "Such use of IT resources is too inefficient - programmers have a lot of tasks with higher added value to do than just reporting. The deployment of Excel does not allow for such an analysis of data we would need," argues Tomáš Bachorík, project sponsor for Foxconn Czech Republic. Talking about the IT environment, Foxconn is not too different from other similar companies. There are three basic data sources - one of them is SAP, which is an important element of the IT environment and covers virtually all departments. The second source is the eFOX (shopfloor) internal system which manages production and generates huge amounts of data. The third source is MS Excel in which the company produces tens to hundreds of reports or tables (and sometimes less popular MS Access is used, too).

From 6 hours down to 15 minutes

...example of time savings
in reporting

Parallel test

The first phase of the project took about a year. It all began when the company realized it needs something new. Foxconn started with a market research - what solutions and products are there to serve our needs? It was also important to identify the path the implementation would follow. Two other solutions made it to the final selection phase along with Qlik Sense. "We chose this trio because of the guided analytics," says Tomáš Bachorík. During the testing phase, all three solutions were deployed independently of each other and different parameters were tested. Tomáš Bachorík calls it the phase of learning, in which the company assessed not only the capabilities of solutions, their speed, but also the competence of partners and their product knowledge. "EMARK and Qlik Sense have come out the best," he adds.

Qlik Sense rose from the ashes

Even though Qlik Sense won the favor of Foxconn, their initial decision was different. "After reconsidering all the arguments, we came to the conclusion that not choosing Qlik Sense would be a mistake.

EMARK people explained in a very understandable way why not using Qlik would be a mistake. It didn't leave us completely cold and we checked the whole solution again," says Tomáš Bachorík. From the point of view of the specific features and parameters that were important to Foxconn, only Qlik Sense was able to satisfy them.

This ultimately proved crucial for the final decision. The competitive products were not able to cover what Qlik could. The increasingly intense communication between Foxconn and EMARK regarding Qlik Sense grew into regular communication. The two companies began to cooperate on the technical solution.

Why EMARK

But it wasn't just the Qlik Sense solution that convinced Foxconn. Although several reputable suppliers were selected for the tender, EMARK won the hearts of people in Foxconn thanks to interesting business conditions and expert knowledge. "Knowledge and know-how, willingness and activity of the partner as well as the ability to answer our questions were a significant factor in our decision-making. We had a lot of questions and Emark was able to get back with answers in a record time," says Tomáš Bachorík. In addition to providing licenses, EMARK acts as

a consultant. Although Foxconn deployed Qlik Sense on its own, one of EMARK's experts is always available to respond to technical inquiries, to advise what tool to use, create a visualization, or to assist with the deployment in other areas.

How to use Qlik Sense

In Foxconn, they had already selected two major areas in the pilot phase where they wanted to direct analytical strength from the start. One of them was the quality department and the second order management. Soon, other teams in the logistics and production departments started working with Qlik Sense as well. At the quality department, Qlik Sense is used for reporting and error analysis. What Tomáš Bachorík sees as an added value of Qlik is the possibility to look at data from new points of view. For example, the error rate in production today can be seen from the point of view of products or the product's components, the supplier, production line or even shifts. In production, Qlik Sense oversees productivity and work efficiency. It again offers different perspectives - lines, halls, shifts, teams, products, and various other criteria. Qlik made it possible to analyze data that was not previously possible.

Today, production managers are not only able to track productivity, they can also quickly identify the causes of problems and respond to situations. Other departments used to have the same problem - reporting in Excel was very complicated. They also struggled with the issues Excel could not handle. Qlik offers a new perspective - data can be viewed from different points of view.

Analysis of millions of data

Without the need to contact
the IT department

Foxconn now saves time and handles big data

Tomáš Bachorík says that thanks to Qlik Sense Foxconn can make faster decisions and is more flexible. A real tangible benefit is the time savings, which is especially apparent when working with reports. A report that took one person 6 hours a week to prepare is now finished in 15 minutes. Dashboard is ready, just check the data or do some planned intervention. There are dozens of such reports on different subjects in Foxconn, such as production errors or order status analysis. The novelty that Qlik Sense has brought to Foxconn is the introduction of the term "time to insight". We talk about the speed of finding and understanding the problem. "If I see my error rate growing, I'm now able to find the cause or solve the problem much faster. Thanks to this we are able to react faster," explains Tomáš Bachorík.

Foxconn is more flexible in its handling of large amounts of data after the introduction of the new solution. When they were about to work with big data databases, they had to contact the IT department to aggregate this data. For the then BI environment, it was too much - the limits of MS Excel and MS Access with regard to the number of records/programming macros. Now, this is no longer an issue, and employees can also see data that was previously invisible. "Thanks to Qlik Sense we see much better inside the processes and we understand them much better," says Tomáš Bachorík.

Future

Qlik Sense has fully met expectations of Foxconn. The Czech branch of the Taiwanese company sees potential in modern BI and self-guided analytics. More people, teams and departments could soon use Qlik Sense - for example, in the purchasing department or human resources.

The goal is to get the most out of these progressive technologies. "Of course, there are limits, but often they are on our side. We have to learn that Qlik works differently than Excel or SQL database. To get the best out of Qlik Sense, it's important to change our thinking," adds Tomáš Bachorík.