South Africa
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SECUTEL
TECHNOLOGII

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The definitive answer

Secutel Boosts Data Access & Operational Efficiencies with Qlik

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Overview

Secutel Technologies is a leader in physical security technology solutions and is known as the visual verifications company.

From its inception in 2006, the company had one objective in mind; to design and develop world-class technology products that bring visual verification to physical security related triggers and events.

This resulted in the development of innovative products which are enjoying incredible success rates in the market.

The business offers a comprehensive suite of physical security technology solutions, including: intruder detection; video analytics in the cloud; security workforce management; access control; and visitor management.

Secutel is also a distributor of open platform software solutions.

Challenge

Secutel's biggest challenge was that it received data from various sources, in many different formats.

"The data sources were vast and disparate," confirms Yolanda Els, Business Intelligence Developer at Secutel. "We manage data from our own software platform, stock and warehousing inputs, and the finance side on Sage."

Prior to implementing Qlik Sense, Secutel was managing these vast data sources on Google Sheets for projects, and Smart Sheets for operations.

"The result was that nothing was readily available. Nothing was at your fingertips," adds Els. "It was always a big effort to gain access to the relevant information required."

This made delivering on tight deadlines virtually impossible and drew into question the accuracy of the data and reporting being delivered.

Solution

While Secutel had been looking into a business intelligence (BI) solution for a few years, lack of time meant that solutions were sought on a case-by-case basis. In 2016, Els joined the organisation and became the driver for finding the right, permanent solution to the company's BI challenges.

Solution overview

Customer Name: Secutel Technologies

Industry: Physical Security Technology Solutions

Function: HR, Operations, Client Liaison, Stock & Project Management

Geography: Johannesburg, South Africa (operating countrywide)

Challenges: Disparate data, leading to inaccurate reporting and inadequate access to information required, when it's needed most.

Solution: After considering a variety of options, Secutel selected Qlik and implemented Qlik Sense.

Benefits:

- Pulling together of disparate data from varying sources
- One version of the truth across three operational streams
- Faster turn-around time on reporting
- More strategic decision making
- Increased efficiencies and human resource management
- Improved operational performance
- Better planning and strategic direction

Data Source Systems Database:

Excel Spreadsheets as a starting point, Sage, Sequel, Internal Software Platform (all pulled into Excel)

Solution Overview

1 month

From go ahead to being fully functional

Including obtaining approval from the Managing Director.

Operational Efficiencies

Clearing Up the Organogram

And empowering managers

By drawing information from the Sequel job card system and eliminating duplications.

In June 2018, Secutel made the decision to implement Qlik Sense, in consultation with the South Africa Qlik Master Reseller Partner, RIC Consulting.

While seeking out the right solution, Secutel considered Qlik and some of its competitors. According to Els, Qlik was chosen for its freedom of access and the ability to work within the data and present it in a powerfully visual way.

"Once we made the decision to go ahead, the implementation was fast and easy. Most of our clients and suppliers already used Qlik, so the integration was natural," states Els.

The user friendliness of the solution meant that Els was able to build all of the required apps herself. "While you do have the ability to change and add coding, it wasn't necessary. I was successfully using Qlik just by clicking and dragging, and the apps delivered exactly what we needed."

The business now has eight active Qlik Sense users, active across the organisation in:

- Human Resources
- Stock Management
- Operations
- Project Management
- Data analysis for clients (with client access)

Els is also in the process of building a Qlik Sense application to be used in Finance. "Throughout the development process, both SA Qlik and RIC Consulting have remained sources of constant support," says Els.

Benefits

Els confirms that Qlik has had an ongoing and positive impact on Secutel's decision making, management and operational success.

"In the few months that we've been running Qlik Sense, we've developed a productivity analysis app. We've now got a stream set up specifically for operations. There's no longer a need to consult a Google sheet for information, everyone is on the same page, and has access to the same information."

As a result, the biggest benefit experienced thus far is that operations have been streamlined. "We operate nationally from nine offices and Qlik is bringing all of them together."

Implementation Advice

Els offers the following advice to businesses considering implementing Qlik solutions:

"Go for it. You may go into Qlik wanting a specific answer, but through the course of creating these visualisations there are so many other solutions to problems that become evident; it changes the whole picture."

Future

Secutel is a subsidiary of larger group of companies. While it has started the business intelligence model within Secutel, the long-term objective is to roll Qlik Sense out across the entire group.

"Ideally, in the end, we'd like to implement it at each of the 11 companies, operationally, as well as developing an overarching application for the collective," concludes Els.

In addition, Els is experimenting with the possibility of involving clients in the process, empowering them to use Qlik for trade shows and presentations.