

CUSTOMER STORY

Fidelity ADT Improves Operations & Fights Crime More Effectively with Qlik





“Qlik has empowered us to improve our operations, and as a result helps us fight crime more effectively. Through Qlik, we get more comprehensive business insights to manage our operations more effectively, increase our productivity, assist in making the right decisions for our business, further streamline our procurement process and improve our overall financial management in the business”

Jeanine Mouton, Senior Business Intelligence Analyst, Fidelity ADT

Overview

In March 2017, the Fidelity Services Group’s 60th birthday, it announced the finalisation of the acquisition of ADT South Africa, which included ADT South Africa’s residential and commercial monitoring and armed response services business as well as the ADT Kusela guarding business.

Today, Fidelity ADT provides residential and commercial customers with a more integrated, proactive and robust security and guarding service in a localised, community driven environment. This means that unlike other security companies that respond to crime after a crime has already taken place, Fidelity ADT more effectively addresses and mitigates crime in the communities in which it operates.

Challenges

Fidelity ADT’s data management and business intelligence journey started with manual reports using spreadsheets. With a plethora of reports being compiled manually, based on data captured in spreadsheets, Fidelity ADT lacked the crucial insights to make informed decisions that could make a material and positive impact on the business.

“These manual reports took anything from three days to two weeks to compile and, by the time reporting was completed, the information was already outdated,” says Jeanine Mouton, Senior Business Intelligence Analyst at Fidelity ADT.

Before Qlik, the act of pulling and compiling reports was extremely time consuming. Also, the manner in which the

Solution Overview

Customer Name

Fidelity ADT

Industry

Security Services

Geography

Johannesburg, South Africa

Function

Management, Procurement, Human Resources, Finance, Services

Challenges

Mass amounts of data stored on Excel spreadsheets, requiring countless hours of manual manipulation to deliver reports.

Solution

Fidelity ADT implemented Qlik Sense and NPrinting to automate data management, analytics and reporting.

Results

- Reliable data with access, visibility and reporting
- Automation
- Integration
- Improved decision-making power
- Operational efficiency
- Optimised management capabilities
- In-depth data analysis available in an instant
- Improved performance management
- Proactive service to customers

information was presented was limited, as it was not possible to properly analyse or aggregate historical data. Some of the reports were so large that pulling a report would negatively affect the system's performance.

These combined factors also had a negative impact on the speed and efficiency of business back office operations. Now, thanks to Qlik, the business enjoys readily available, automated reports.

Solution

Although Petrus Laubscher (Efficiency Analyst, SME and BI Developer at FSG) had been developing QlikView reports within the organisation for a number of years, he mostly responded to requests for reports from departments on an ad-hoc basis. The company lacked an overall Business Intelligence (BI) strategy or systems to compile the reports.

Alan Wintermeyer (CFO Fidelity ADT) initiated a BI process for the organisation which saw the appointment of Mouton to head up the BI team in September 2018.

QlikView was implemented at Fidelity Security Services in 2012. Carel Wessels (CTO Fidelity Services Group), realising the importance of BI, motivated for the implementation of Qlik Sense in October 2018 and NPrinting in January 2019. With the expert guidance of the RIC Consulting team, FADT, being part of the group, was able to rollout its BI strategy and grow its BI platform to provide timeous and trustworthy insights to the business.

"Following the adoption of Qlik Sense and NPrinting and, under guidance from our Head of Operations, Fidelity ADT immediately moved all our manual reports for Operations onto the Qlik Sense platform," recalls Mouton.

The implementation process is described as being very smooth and easy, with excellent support from RIC. The business now runs 30 Qlik applications, which are used by 110 QlikView and 80 Qlik Sense users across the organisation.

Benefits

Laubscher confirms that Qlik Sense has had an incredible impact on business operations.

"On the Operations side of the business, our armed response and monitoring centres were our main areas for improvement. These operational areas have a tremendous number of measurement metrics to ensure service delivery is of the highest standard," he adds.

"For example, these departments used to run a report on

response times in a reactive way, and couldn't adequately identify which armed reaction officers responded to incidents or how well they were performing. Now they can measure these metrics daily, rather than waiting weeks for inadequate information."

With this new information and functionality, Fidelity ADT can more effectively measure reaction officer performance, gain access to crucial information on vulnerable areas, and where to deploy resources to improve service levels.

Performance is now measured and managed on a near real-time basis, rather than weekly or monthly. "As a result, the business is becoming more proactive. We are now driving the performance of all our divisions from Qlik Sense metrics, daily," confirms Laubscher.

According to Mouton, the NPrinting functionality has also drastically improved reporting and decision-making power – even for those who do not have access to a Qlik license. "An NPrinting report for example is generated and distributed at 9am every day, for all community camera deployments. The report provides insights on the camera uptime measured over a 24-hour period. This empowers the respective support teams to better manage community camera deployments," says Mouton.

Before Qlik, Fidelity ADT was working from spreadsheets compiled by different employees across the business, for each area, and each branch. The employees had to painstakingly, and manually, populate and convert the information into a report for management. This was often time consuming and meticulous task which could take a day or more to compile. Now, these reports are all automated with minimal manual intervention required," emphasises Mouton.

From these implementations, Fidelity ADT now enjoys various additional benefits:

- **Holistic Management:** Historically, the processes employed by each region differed. Now with Qlik, the processes are aligned and standardised across the business. This ensures the data is uniformly captured and eradicates siloed management. Today, Fidelity ADT and all its technical field forces are managed as one business.
- **Productivity:** Employees' time has been freed up, allowing them to manage performance rather than focusing on preparing reports.
- **Procurement:** Procure-to-pay analytics now manage the entire procurement process, effectively eliminating bottlenecks which had historically plagued the business.
- **Financial Management:** The CFO now uses a QlikView app to manage his financials, including preparing the income statement and financial reporting. Reports are

now ready right after month-end, rather than weeks later.

- **Decision Making Power:** Fidelity ADT now has the information at hand to make informed decisions. Management is empowered to increase or decrease resources where required, according to near real-time crime statistics – which offers massive knock-on safety benefits to its customers.
- **Improved Crime Fighting Capabilities:** Fidelity ADT uses Qlik Sense data to review crime statistics, offering fast and easy access to trends. At the click of a button, teams can view crime by type, day and time committed, right down to suburb level, to more accurately track and manage crime in an area.

“This was such a quick build, drawing on years of historical data to complete a well-rounded analysis of trends in the market. The insights were amazing. For example, we’ve discovered that most house break-ins occur between 02h00 and 03h00, so our armed reaction teams are on high alert during this period,” concludes Mouton.

The Power of a Good Partner

Throughout the implementation process, and going forward, Fidelity ADT has experienced many benefits from its relationship with RIC.

“The RIC team has been instrumental in assisting us during the implementation process and is readily available to answer any technical and/or functional queries,” confirms Mouton. “They respond quickly, and it is a pleasure to work with them.”

Although Fidelity ADT currently handles the development of its required apps in-house, the team confirms that it will probably require assistance from RIC for future development and training as the business expands its use of Qlik solutions.



Days

to deliver organisation wide reports, rather than weeks, or months



Time to value

one month, with the first set of reports becoming available within days

The keys to success



About RIC Consulting

As a leading provider of business intelligence RIC Consulting provides cutting edge solutions. Unlike other BI companies, RIC offers software with an intuitive, non-linear, in-memory approach. That way data over multiple business disciplines is analysed and consolidated more rapidly from any data source to provide forecasts, trends and what-if scenarios in the form of comprehensive and state of the art graphics, charts and graphs.

RIC empowers business users to stop guessing and start knowing how to make faster, smarter decisions through the unprecedented business insight their software systems provide.

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About Qlik

Qlik is on a mission to create a data-literate world, where everyone can use data to solve their most challenging problems. Only Qlik's end-to-end data management and analytics platform brings together all of an organization's data from any source, enabling people at any skill level to use their curiosity to uncover new insights. Companies use Qlik to see more deeply into customer behavior, reinvent business processes, discover new revenue streams, and balance risk and reward.

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