

# Analytics solution provides DEKRA with up-to-date, relevant information for analysis and planning

*“With its flexibility, arcplan’s analytics application provides DEKRA controllers, call center managers and decentralized organizational unit management with an effective option for rapidly highlighting errors with up-to-date analyses and comparisons. Managers are also able to swiftly intervene and take corrective action on changes or emerging market trends.”*

Thomas Gehring, Accounting Systems Manager at DEKRA



## INDUSTRY

- Service

## SOLUTION

- Sales, order, gross margin, cost center and cost unit analyses, sales planning capture

## COMPANY / COUNTRY

- DEKRA AG / Germany

## REQUIREMENTS

- flexible, individualized reports
- Up-to-date analyses
- Web-based access

## SOFTWARE

- arcplan Enterprise
- Applix TM1

## USERS

- 250 controllers, cost center managers and management Europe-wide

Over a hundred subsidiaries and joint ventures operate under the umbrella of the company, which was founded in 1925. The companies are linked to DEKRA AG in four business units – DEKRA Automotive, DEKRA Automotive International, DEKRA NORISKO Industrial and DEKRA Personnel. In Europe and beyond, 15,000 co-workers achieved sales of approximately 1.2 billion euros in 2005. The wide range of services offered by DEKRA include, among other things, vehicle checks, damage reports, industrial examining services, contract work, training and further training, and certifications and material checks.

To meet all their demands, management staff needs an enterprise information system (EIS) to support the company’s decision-making process, which provides:

- flexible reports
- orders, and cost center analyses, among other things, and
- sales planning

Working with arcplan partner and business intelligence consultants at Ontrix, DEKRA implemented a solution at the start of 2005 based on the multidimensional database, Applix TM1, and the Performance Management analytics software, arcplan Enterprise.

## Analysis deficiencies in old system

For ten years, DEKRA management had already had a decentralized enterprise information system (EIS) as a VBA application with an interface with several Excel reports at their disposal. In the initial phase (1996), DEKRA’s German sites had no direct link to EIS. Instead, each user had the application installed locally on his or her system. HQ Accounting divided the entire DEKRA data model into 20 small models for shipping to individual branches and training and further training centers, sending them out to users three times a month. As a result of the company’s commercial data being out-of-date, the analyses were also deficient. Management had no overview of how many sales they had made on individual days and also could only see their own data from a limited data model.

## BENEFITS

- Improved business management through up-to-date information and analyses
- Flexible, fast planning execution
- Less maintenance



## Web-based solution – standardized, up-to-date and reliable

DEKRA management needed a new solution to provide a standardized, central database, which users can access directly via the Web. It had to be able to ensure that analyses, evaluations and planning could be carried out swiftly, based on reliable, up-to-date data. In addition, DEKRA wanted a future-proof, scalable solution that could be upgraded.

Thomas Gehring, Project Manager of Accounting Systems at DEKRA: "A deciding factor in the choice of arcplan Enterprise was, among other things, the great flexibility of arcplan's analytical solution in producing reports. The application can display data in any complex form desired; information from sliced and diced data can also be brought together in one report. Implementation of the new EIS with Applix TM1 (database and Web) and arcplan Enterprise went speedily. Only three months later, in March 2005, the solution was able to be successfully deployed." Ontrix manager Lothar Kruttschnitt: "With the help of our own software, which converts automated ALEA data models into TM1 models, we were able to prepare a prototype with a minimum of effort."

## Advantages of the new solution

Today, 250 users in every business unit Europe-wide use the various solutions. The reports are used for:

- profit and loss, sales, order, gross margin, cost center and cost unit analyses,
- sales planning capture and analysis,
- and currency conversion.

Controllers and managers in the cost centers analyze the costs and sales of units in 16 different reports via the Web. The new solution's high level of user acceptance says it all. The user-defined presets in arcplan reports simplify navigation for the user; but even more importantly, today, co-workers can quickly access up-to-date data. When using a decision-supporting instrument, it is particularly important for the user to be able to rely on the completeness of the data. Figures can be viewed company-wide, enabling market and sales comparisons to be carried out between regions with similar structures. Today, DEKRA management sees the market and its development from a new angle. The

## arcplan Information Services GmbH

arcplan is a vendor of Enterprise Performance Management software and services that enable cost-effective, cross-functional performance management with real-time data access. Founded in 1993, arcplan supports more than 2,500 customers and 300,000 users worldwide.

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most useful aspect of the BI application for DEKRA is that up-to-date analyses and comparisons make it possible to swiftly highlight the cause of errors. Managers are also able to swiftly intervene and take immediate corrective action on changes or emerging market trends."

For instance, the new sales plan module for DEKRA Automobil GmbH has considerably shortened the process. Whereas previously planning took days to complete, it can now be done in hours. The controllers and branch managers have a wide range of options for their sales and quantitative planning and the process is less error-prone. In the same way, branch managers at any time can quickly check whether they are on the right track with their planning or carry out simulations. The benefit of the new solution is reflected in the reduction in administrative costs, as co-workers everywhere can access the central servers via the intranet without the need for a local installation. This has also resulted in clear reductions in maintenance. According to Project Manager Gehring, if you add the costs saved from less time being needed by co-workers to access data and to work with the application, the solution will pay for itself in approximately two years.

## Affiliated partners

DEKRA AG carried out this project together with arcplan partner Ontrix. As the system consultants had already been involved in production of the data model, they were well acquainted with the legacy system and their professional advice made them a convincing partner.

