

U-Bix Konica Minolta New Zealand and iQ4bis: Focusing the Profitability Picture with iQ4bis



ERP SYSTEM PROBLEMS

U-Bix Konica Minolta New Zealand sells and services Konica, Minolta, HP, OKI, and Brother office equipment for a large customer base. Yet Tony Day, General Manager, Customer Services explains, “Getting useful information out of our AS/400-based Business Planner and Control Software (BPCS) ERP system was a nightmare. BPCS running on the AS/400 was extremely reliable and great for what it was designed to do, but for Business Intelligence and management reporting, it was woefully inadequate.”

“We had some useful Microsoft Access and Excel report routines,” continues Day, “but as we shifted the data from one system to another, often the reports would not agree. We knew we needed to do

something if we wanted to keep up with the market place.”

TIME FOR A CHANGE

“Our new CEO wanted to see trends in our service contract profitability—a significant part of our business—and he wanted ‘slice and dice’ capabilities,” says Day. “Our consultants at Cosyn recommended that we look at iQ4bis. We provided them with raw data from the BPCS system, and in less than a week they gave us a full demonstration of iQ4bis with our own data. I immediately saw relationships, trends, and patterns that I had no idea existed. I’d been looking at this data for years, but when I saw how iQ4bis presented the information, I was sold.”

Purchasing a site license at a reasonable price meant that U-Bix Konica Minolta

iQ4bis Enabled Better Business Analysis and Preserved an ERP System That Was Slated for Replacement

BUSINESS CHALLENGES

- Improve analysis of Service Contract business unit performance
- Overcome AS/400 BPCS ERP system reporting shortcomings
- Provide CEO with better trend data and “slice and dice” analysis capabilities
- Tighten management of service contract business with better forecasts

BUSINESS RESULTS

- Increased profitability of Service Contract business unit
- Provides customized analyses on a daily, weekly, and/or monthly basis
- Enhances and speeds decision-making processes
- Enables entire enterprise to access previously ‘hidden’ information

WHO USES iQ4bis IN KONICA MINOLTA

- Senior Management
- Sales Managers
- Branch Managers
- Finance Officers

BENEFITS FOR KONICA MINOLTA

- Increased profitability of Service Contract business unit
- Provides customized analyses on a daily, weekly, and/or monthly basis
- Enhances and speeds decision-making processes
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ASSOCIATED PLATFORMS

- BPCS running on an IBM iSeries (AS/400) platform
- SalesLogix CRM
- Microsoft SQL Server 2000

iQ4bis VIEWS

- Variety of customized views across enterprise

KEY REASONS KONICA MINOLTA SELECTED iQ4bis

- CEO required better reporting and 'slice and dice' capabilities
- Proof of Concept demonstrated practical applications of iQ4bis
- Site licensing and pre-configured views made iQ4bis extremely cost-effective
- iQ4bis fit neatly into AS/400 – Microsoft environment

could roll out iQ4bis across the enterprise for a fraction of what other business intelligence (BI) systems might cost. "We'd already seen how easy it would be to extract the data from our AS/400 system. The decision to go with iQ4bis was a no-brainer," says Day.

"iQ4bis allows us to concentrate on improving our business, not chasing data."

Tony Day, GM Customer Services, U-Bix Konica Minolta

iQ4bis IMPLEMENTED IN TWO WEEKS

"We went from initial implementation to generating reports in less than two weeks," says

Day. "We run a

data dump every night from the AS/400 into Microsoft SQL Server, which ties directly into iQ4bis. This gives us a direct view into our entire database, updated daily. We can access views and generate reports with just a few mouse clicks. We can track our business units on a day-to-day or month-by-month basis and make adjustments accordingly. We now have much less stress at end-of-month closing time."

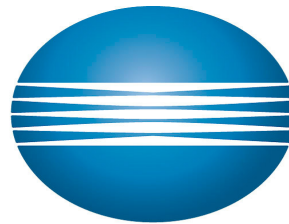
iQ4bis has extended the utility of their AS/400 environment. "Now that we have better visibility into our BPCS data on a regular basis," says Day, "we don't need to upgrade our ERP system. iQ4bis allows us to concentrate on improving our business, not chasing data."

WHAT ABOUT SERVICE CONTRACTS?

"We've been able to tighten up the management of our service contracts significantly," says Day. "We can look at past performance in particular sectors and make much more accurate predictions of costs and profitability. We can pinpoint individual contracts or models that are not profitable and design programs to address the issues and then monitor progress."

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KONICA MINOLTA