

CIBER adds QlikView to exclusive partner roster – and adopts the program itself

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Peter Robinson, Sales Manager

Executive Summary & Overview

CIBER is a global IT services and system integration provider, with annual revenues of approximately \$1.2 billion, and 8,500 employees serving customers worldwide from over 90 offices in 18 countries. The company builds business systems for its customers using enterprise software from proven industry heavyweights like Microsoft, SAP, Sage and Oracle. CIBER offers its services globally across all technology platforms, operating systems and infrastructures.



A Microsoft Gold Partner, CIBER is accredited in seven different product competencies including Dynamics AX, ERP, CRM, and MOSS (Microsoft Office SharePoint Server), and the company is also the leading Microsoft UK CRM vendor in 2008/09.

Courting QlikView

Peter Robinson, Sales Manager at CIBER UK, attended a local seminar and initially understood QlikView to be a reporting tool, but quickly realized that QlikView was radically different to the traditional OLAP cube-based products offered by most competitors. At the seminar, he heard stories of QlikView being deployed at client sites in a matter of days, rather than months (or even years), and that once up and running users could execute complex queries on huge data sets in seconds, without having to involve IT. This prompted Robinson to present a business case to his colleagues at CIBER to bring QlikView into its exclusive stable of preferred software applications.

As QlikView was relatively unknown to CIBER, Robinson's manager insisted that he clearly prove its value to the business. In the space of 12 months, Robinson sold fifteen installations of QlikView by showing live demonstrations on real business data. This 'seeing is believing' sales approach proved the business case.

Raising the Stakes

During this part of the partnership, CIBER's sales efforts were focused exclusively on selling QlikView as a reporting and dashboard extension to

Solution Overview

Organisation

CIBER UK

Industry

IT solutions and consulting

Function

Helping companies to select and implement the right IT systems for their business requirements

Geography

A global company, CIBER operates in 18 countries and 90 offices worldwide. The head offices of CIBER UK and CIBER Europe are based in London.

CIBER Inc. is headquartered in Denver, Colorado.

Challenges

The company aims to provide its customers with the best IT based business solutions on the market. It also had an internal need for more effective business intelligence software.

Solution

QlikView was introduced to CIBER's clients on a trial basis, and was extremely well-received at demonstrations. QlikView has proved a popular and flexible solution, with CIBER even implementing it in-house.

Key Benefits

- CIBER is able to offer its clients a range of solutions, including QlikView
- QlikView's value is easy to demonstrate to clients, using clients' own data
- QlikView is easy to use and quick to implement
- Flexible platform, meaning it can be integrated successfully with Sage and Microsoft applications
- Clear and transparent financial reporting, for more effective sales & marketing activity

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its considerable base of Sage customers. Recently the scope has been extended to include Microsoft Dynamics CRM and Microsoft Dynamics AX customers as well as any 3rd party, non-CIBER applications.

Currently, CIBER's SAP division is now evaluating QlikView which offers a connector that is certified for SAP NetWeaver, making the integration a relatively fast and painless exercise.

QlikView's proven ability to add value to Sage, Microsoft and potentially SAP has increased CIBER's ability to offer additional professional services to these customers.

Shoes for the Children

The old story about the shoemaker, of course, is that he was so busy making shoes for his customers that his children went without. It's very often the case that IT vendors and service providers don't use their own software, ironically because it can be too time consuming and expensive to implement. However, after witnessing its own customers' fast ROI, CIBER's management team decided to implement QlikView in-house. In the space of one month, the business rolled QlikView out to 25 employees.

CIBER now uses QlikView to report on its sales figures and create performance dashboards to help them plan more effectively. The company also uses QlikView to measure the efficiency of its support desk in terms of call volume and time to resolution, and also to analyse its consultants' billable effort, by gaining a more accurate view of time

logged per person daily, weekly and monthly. The ability to slice and dice this data by consultant, job and time frame enables CIBER to manage each account more efficiently and profitably. It also ensures that invoices are totally accurate and transparent for its clients.

"QlikView is quick to deploy, easy to use and gives us clear, actionable and trustworthy information about our business. What started out as a potential software package for our clients has evolved into one that we have comprehensively adopted ourselves. The reports that we generate in QlikView inform our monthly management meetings and help us to adjust our plan going forward. Our management team is naturally thrilled with this level of transparency and insight. QlikView allows CIBER's directors to see sales and opportunity pipeline figures for the first time. Everyone is now looking at a single version of the truth," commented Robinson.

Reaching into the Sectors

CIBER sells its enterprise software services into four main vertical sectors: Not for Profit, Financial Services, Professional Services and the Public Sector. The team most recently introduced QlikView into the Not for Profit sector and has already secured significant projects with three key clients; Christian Aid, British Red Cross and Samaritans.

The partnership between CIBER and QlikView continues to flourish as new opportunities present themselves internally and across enterprise software product lines and vertical sectors.

About CIBER

CIBER is an international IT provider supplying high quality solutions to customers in the private and public sectors all over the globe.

The United Kingdom is home to the head office of CIBER Europe, and to CIBER UK, whose 230 personnel operate from 7 offices throughout the country. At CIBER UK, we believe our customers should be able to take advantage of IT throughout their organisation. As a result we offer a complete portfolio of products and services to meet different requirements. Our approach embraces three key objectives for our customers:

- To develop and demonstrate an understanding of your business and the issues it faces
- To use the best of current products and technology available
- To provide high quality skills in depth to apply these products and technology to meet your needs

Working closely with our customers, we build an understanding of their needs, advise how they can use technology to address them and provide them with solutions, together with the training, education and support to make effective use of them.

For further information about CIBER, including press enquiries, please visit www.ciber.co.uk.

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