# Worktrans can quickly adapt its business with Qlik Sense

**Worktrans Uitzendgroep was established in 1998 and is the holding company of Worktrans Uitzendbureau, Workbus Uitzendbureau, WorkTaxi and Work Academie. At Worktrans Uitzendbureau, specialists are working every day to support transport companies and in-house transport departments with their temporary staffing needs of transport and logistics professionals. Workbus is specialized in flexible staffing services for bus and coach companies, and WorkTaxi focuses exclusively temporary staffing services for taxi companies. Work Academie is the training institute for Worktrans and Workbus, and focuses primarily on the Drivers' Courses, Code 95, and outplacement.**

**Understanding the business**

In order to be able to respond rapidly to changes in the market, achieved results and specific process it is important that everyone can timely access the data to analyse the business. Ger Been, financial director, Worktrans Uitzendgroep: "It is important in terms of monitoring and adjusting the operation that everyone understands what is going well and what can be improved. You can only do this if you have insight into both financial data and operational data. The process to make our operational data accessible, to link it to our financial data and to provide insight into these

## emergo

## WORKTRANS
UITZEND*KRACHT* IN TRANSPORT EN LOGISTIEK

### Time to Value

**4 weeks** for the development of **5 applications**

# Solution Overview

**Company name**
Worktrans Uitzendgroep

**Industry**
Retail and services (temporary employment, payroll & outsourcing)

**Positions**
Executive, Finance, Marketing, Sales, Customer Service, Operation

**Region**
The Netherlands

**Challenges**
After many years of analysing business data via data dumps, Excel spreadsheets and pivot tables, Worktrans wanted to make the process of reporting on and analysing data more visual, better, faster, more on-time and easier. Only in this way could the business quickly adapt its operations in a rapidly changing market.

**Solution**
Worktrans Uitzendgroep implemented Qlik Sense for its management information and monitoring of its subsidiaries Worktrans, Workbus Work Academie and WorkTaxi. Qlik Sense – and up-to-date data – now forms the basis of all business decisions.

**Advantages**
- Decisions are taken on the basis of data, rather than intuition.
- Margin improvements for all branches.
- More proactive scheduling of contractors who will be become available in the near future.
- Saving 20 hours per month in the context of manual compiling of reports.
- Self-service: almost no support is needed from consultants or IT in the context of further development or user training.

**Qlik Partner:**
E-mergo
www.e-mergo.nl

data sources through reports was fairly complex. Requesting reports from our operational system took much processing time, which we avoided by making a weekly data dump to Excel, which we then accessed using pivot tables."

However, as technology is constantly progressing and data analysis becomes better, faster and more user-friendly every day, the board of directors decided to investigate more modern options. Ger Been: "We have to continuously digitally transform ourselves. This is why we are always looking at new technological developments, not just for analytics software but also in the areas of recruitment and financial software. For example, we saw that both HelloFlex (sourcing management software) and AFAS (financial software) use Qlik dashboards for reporting and analysis. This was a reason for us to further investigate the possibilities of Qlik and to trial the software using the free desktop license. And after just two weekends playing around with it, I was able to present Qlik Sense to the board, who were immediately enthusiastic.

After this, I took a two-day Qlik Sense training course. This made it clear to me that, despite being able to quickly develop useful dashboards yourself using the free Qlik desktop license, it is better to build a strong foundation. This is why we opted for a professional implementation and to purchase Qlik Sense licenses."

**Decisions based on up-to-date data rather than on intuition**
There are now five dashboards live for reporting and analysis, namely a consolidated dashboard for management reporting across all operating companies, and a Qlik dashboard for the operating companies

Worktrans, Workbus, WorkTaxi and Work Academie. Four other dashboards are currently in development. These dashboards, specifically developed for the flexible labor market, have various 'streams', so that each group of users, from board member to branch manager or intermediary, only has access to the data, reporting and analytics relevant to them. Ger Been: "These dashboards make all the relevant data for our employees available on a single A4 sheet. This meets every need for information, such as operational key figures, the top 10 customers in terms of turnover and margin, in which sectors activities take place, the placement lists, productive hours, illness hours, which employees have worked at which companies and which intermediaries are linked to which companies. All questions can be answered immediately, and any dissonance is immediately noticeable. This means that we can quickly adapt our operation in a very targeted manner, on the basis of up-to-date data rather than intuition."

## Benefits

At Worktrans Uitzendgroep they are very satisfied with their choice for Qlik Sense. Ger Been: "You yield a high return with a relatively small investment. For us, it means – for example – that everyone can automatically analyze up-to-date data on a weekly basis without having to perform many manual actions, as was previously the case. As a result, by automating the process using Qlik Sense, we are saving 20 hours a month. The visual aspect is also important. You make a huge mountain of data and figures visually comprehensible.

This invites you to go on a journey of discovery through the data. People ask questions, look for answers and this can then trigger new questions. In addition, incorrect data is also quickly noticeable, which results in greatly improved data quality. What we have also noticed is that it is a true 'self-service' solution. With only a few instructions, people can get to work, without IT support. I myself can enrich or adapt dashboards, or create new dashboards. Qlik

## Return on Investment

A **margin improvement** of **0.5%** results in a payback period of only **7 weeks.**

Sense really helps us get the insights required to improve and drive the operation. Take for example our margins. With Qlik Sense our employees can view the margins for each branch office, but also for each customer. This also means that, in the current demand market, they will opt to offer available contractors to customers with the better margins. This immediately positively impacts our bottom line, which meant that our investment in Qlik Sense was recouped within several weeks. To give another example, with the help of geodata we visually mapped our market in the Netherlands. This showed very clearly that there are a number of regions in which we are virtually inactive. We then responded to this with marketing campaigns and sales efforts from the appropriate branch offices. With the right insights, you continue to discover new opportunities to improve the operation. For this reason, we will continue to invest in Qlik Sense, for example by adding external datasources to our environment, such as data from Google or the Dutch CBS (Dutch Governmental Statistics Agency). This will enable us to continue to create business value, today and in the future."

"With Qlik Sense, get fast visual insights in huge mountains of data. This invites you to go on a journey of discovery through the data. And as variations become immediately visible we are able to adapt our operations in a targeted and rapid manner."

**Ger Been, Financial Director, Worktrans Uitzendgroep**

## About E-mergo

The name E-mergo is derived from the Latin proverb 'Luctor et emergo' (I struggle and emerge). In Zeeland this signifies winning the battle against water. Obviously, we do not battle water, but we do make sure that companies keep their heads above water in the growing stream of data. Working from the motto 'Manage your data, innovate your business' we help you to get the most out of your data.

We do this using software from Qlik, Microsoft, Mendix and TimeXtender, for which we provide software, training, consultancy and support. Together we will help your company to create new business models and to reduce costs.

**www.e-mergo.nl**

**emergo**

E-mergo BV
Elektronicaweg 16a
2628 XG Delft
085-0160411
info@e-mergo.nl