

DATA INTEGRATION AND ANALYTICS



Optimized operations lead to
30% increase in service rate



About Groupe Chevalier

Groupe Chevalier specializes in jewelry and other luxury items. Primarily operating in the luxury sector with brands such as Arthus Bertrand and Pichard-Balme, the group also works with businesses and public entities via Drago Paris, a manufacturer of medals and civilian and military decorations – including the prestigious Legion of Honor.

Seeking to modernize its management tools and improve the reliability of data flows, Groupe Chevalier selected Qlik Sense® and Qlik Talend to enable in-depth analysis of data sourced from numerous business applications.

“Qlik has enhanced the speed and reliability of our data transfer. We have also implemented analytics applications that improve our responsiveness in terms of business management.”

Damien Plumail, Chief Information Officer, Groupe Chevalier



Customer Name
Groupe Chevalier

Geography
Paris, France

Industry
Manufacturing

Function
Operations, Sales,
Supply Chain Management

Challenges

- Facilitate access to data for business management
- Simplify data exchanges within the IT system
- Increase communication speed between the back and front office to grow online sales

Solution

With Qlik Sense and Qlik Talend, Groupe Chevalier has a modern data platform that has transformed the process of retrieving, integrating and analyzing data.

Results

- Time saving in relation to data retrieval and reconciliation
- Increased service levels and labor efficiency
- Developed a performance culture based on data

Making data available to develop a culture of continuous improvement

When Romain Lejard joined Groupe Chevalier five years ago as Continuous Improvement Manager, he was faced with a shortage of business analysis tools. “The company was growing but we did not have the necessary indicators to manage it. We needed tools to measure operational performance improvements.”

An initial measure was implemented with data extracted from the group’s various IT systems, analyzed in Excel and Microsoft Power BI, but it was not viable: the data retrieval process was too lengthy and the analysis was not shared. Three years later, Damien Plumail joined the group as CIO and faced the same challenges within Groupe Chevalier’s three brands, along with an inefficient decision-making process and little communication between the different IT systems.

These technical issues were also accompanied by new business needs. Groupe Chevalier wanted to grow online sales and was looking to optimize item reservations, which required real-time stock updates and the integration of back-office data.

The need to improve data transfers and improve decision-making was becoming urgent. The project also provided an opportunity to develop a culture of continuous improvement by making data available to as many employees as possible.

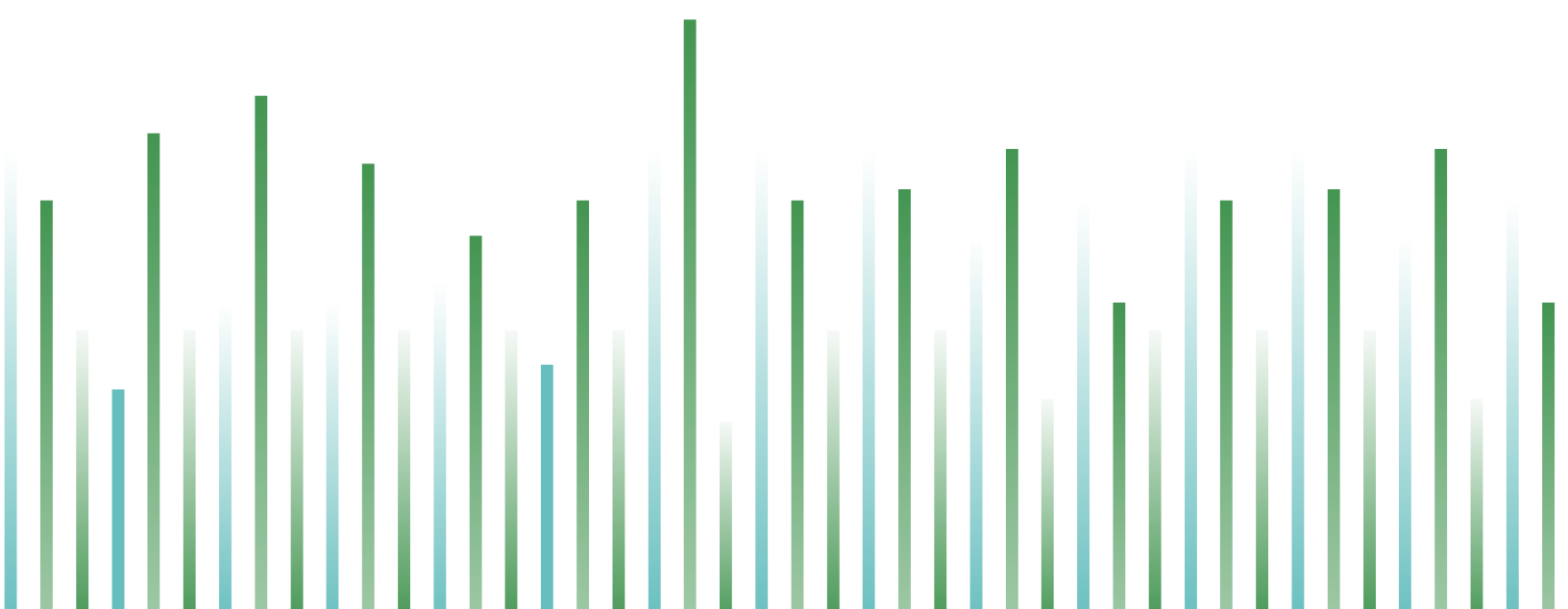
A modern end-to-end data platform

Groupe Chevalier decided to implement a new data platform capable of managing data from source to analysis, with the company opting for Talend Data Studio and Qlik Sense. “Qlik Talend met our needs for data integration within our data warehouse and for data transfers between our applications,” explains Damien Plumail. “It also offered us the capacity to develop in relation to big data and data quality.”

In terms of analytics, Qlik Sense was chosen for its excellent performance in analyzing large volumes of data, thanks to its in-memory model that produces near-immediate response times. Another attractive aspect was the solution’s responsive design, suitability for tablet devices and the ease of use for business users.

Flow orchestration for enhanced flexibility and data quality

Previously, Groupe Chevalier carried out point-to-point (P2P) inter-application transfers which carried several risks and were monitored via a tool. With ESB (Enterprise Service Bus) from Qlik Talend, data transfers are normalized, facilitated and secured by a flexible system that serves as middleware, which means the risks and errors of P2P integration are avoided. At Groupe Chevalier, Qlik Talend orchestrates flows between solutions from Cegid, Infor, Kelio, Magento, Sage and Talentia – to name a few. It secures transfers via flat files or APIs to improve the reliability of business processes such as order preparation, manufacturing, supply and invoicing.





Qlik Talend's ETL tool has also been used to integrate numerous data sources – including Infor Syteline ERP, badging data in XML format, warehouse software, Sage compatibility and Excel files – within the data warehouse. This serves as a source for loading data into Qlik Sense, which then produces the dashboards required for decision-making.

Smooth and professional implementation

Qlik Sense and Qlik Talend experts from Next Decision were on hand throughout the implementation, from installation to go live, including scoping workshops, developments, testing and training. Each dashboard took less than two months to implement, from defining the sources to creating the displays. The first dashboard focused on production, a pilot project that involved numerous data sources. This was followed by logistics, sales tracking and stock management, calculating value and rotation levels for each company. Regarding data transfers, Next Decision consultants took responsibility for connecting different sources, the management of logs and project patterns such as naming rules and flow types. Next Decision continues to support Groupe Chevalier with ad hoc requests regarding the creation of new interfaces or new batches.

On the production side, 10 dashboards are used daily by the workshop, method and quality managers who consult them first thing each morning to prepare for the day ahead. Twenty-five indicators are monitored on just under 40 factors – including size, metal, item type and client type – which makes it possible to perform an in-depth analysis with Qlik.

Significant improvements to operational performance

The results seen by the company after just a few months of use have been very positive, with both quantitative and qualitative gains. “We have observed a 50% increase in labor efficiency and this rate continues to increase,” states Romain Lejard. The service rate, which was difficult to measure previously, has increased by 30% and costs due to quality issues have decreased by 15% as the new system also makes it easier to identify problems.

More generally, teams have benefited from more relevant analysis thanks to improved data quality. “Our data specialists know that the information is now being used correctly,” says Damien Plumail. “This is an additional factor that encourages them to produce the data.”

The time savings are equally significant. Before the implementation of Qlik Sense and Qlik Talend, it took one hour each day to retrieve data that is now supplied automatically within dashboards. This flow automation also saves time spent reconciling data to obtain a stock overview or combining different sources to calculate turnover. This time saving allows staff to perform more in-depth analysis to inform decisions that will directly impact performance.

“Our data platform has enabled us to develop our performance approach through the use of facts rather than feelings, as we benefit from more accurate analysis,” adds Romain Lejard.

“On the technical side, Qlik Talend serves as a transfer hub for both flat files and real-time data with a single, centralized platform. It gives us a single overview which improves the security of our transfers,” concludes Damien Plumail.

Get more value from your data with Qlik Talend

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About Qlik

Qlik transforms complex data landscapes into actionable insights, driving strategic business outcomes. Serving over 40,000 global customers, our portfolio leverages advanced, enterprise-grade AI/ML and pervasive data quality. We excel in data integration and governance, offering comprehensive solutions that work with diverse data sources. Intuitive and real-time analytics from Qlik uncover hidden patterns, empowering teams to address complex challenges and seize new opportunities. Our AI/ML tools, both practical and scalable, lead to better decisions, faster. As strategic partners, our platform-agnostic technology and expertise make our customers more competitive.

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About Next Decision

Next Decision is an expert in big data, modern data platforms, CSR and ESG data management, IT infrastructure and business applications. It has 280 staff in 11 agencies who have developed real business expertise in human resources, marketing, sales, logistics, accounting and finance.

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