



## DB Cargo

# Thanks to Qlik Sense, DB Cargo now has a single version of the truth.

**You sometimes see them on the railways: long freight trains transporting containers or bulk cargo from the port of Rotterdam or Amsterdam on their way into the European mainland. And there's a good chance they're DB Cargo trains. As one of Europe's largest rail carriers, it's no surprise to learn that DB Cargo have to process enormous amounts of data. And to make that data visible and accessible, so that it provides insights, DB Cargo asked E-mergo to help them by implementing Qlik Sense.**

DB Cargo's head office is in Germany. The Dutch subsidiary, based in Utrecht, has some 650 employees, including operators. The company has an important role to play in the so-called 'modal shift' from road transport to more environmentally-friendly rail transport.

DB Cargo has a huge amount of data on trains available, such as the journeys they make, how fast they travel and with how many wagons? "That train data is in turn linked to our systems for personnel planning and goods administration," explains Margje Derriks, Head of Controlling at DB Cargo. "And logistics also involves a lot of reporting requirements.



## Cargo

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# Solution Overview

## Company name

DB Cargo

## Industry

Logistics

## Challenges

- Multiple versions of the truth.
- Growing number of decentralized Excel files.
- Cooperation difficulties due to employees creating personal reports.

## Solution

- Standardized reporting with Qlik Sense dashboards.

## Benefits

- DB Cargo employees now have access to one version of the truth and are all looking at the same dashboards with the same information in them, instead of their Excel files.
- Because all data is brought together in Qlik Sense, this saves DB Cargo a lot of time.
- Qlik Sense filters ensure DB Cargo can adjust their views. One instance where this really helped them was when they used filters to quickly be able to see the impact of the summer floods in Germany. They were able to see impact on the trains and the financial implications of this.
- It is easier for employees to transfer tasks to colleagues now that they all use the same Qlik Sense dashboard. This means it is easier for employees to take time off, even around the monthly closure.

## Qlik Partner

E-mergo

[www.e-mergo.nl](http://www.e-mergo.nl)

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## Easy access

“The organization did already have insight into the numbers,” says E-mergo consultant Laurens Offereins, “but there was no simple way to quickly present, say, controllers with the answers they needed. We began with financial and production data: how does money come in and go out, which goods are in which wagons, and how many kilometres do the trains travel? Since then, we’ve also created dashboards for other areas of the business, such as HR and Purchasing.”

These dashboards are created in Qlik Sense. “Qlik Sense is a Business Intelligence (BI) tool with which you can modulate and visualise data,” explains Laurens. DB Cargo’s data comes from different systems. To a planning tool via Excel and SAP, but there’s also data coming direct from ProRail. “Qlik Sense enables DB Cargo employees to create dashboards, data models and visualisations themselves. But there, of course, lies the challenge: mastering a new programme like this can be difficult/it can be difficult to bend a new system like this to your purposes. Nevertheless, DB Cargo has managed to do this quite successfully, and at least a quarter of the organisation is already using Qlik Sense intensively, and almost all departments already have dashboards.”

## Buy-in

“From a number of providers, Qlik Sense and E-mergo really stood out for us, because of the visualisation,” says Margje. “From Day One, E-mergo was involved full-time in mapping the data and building the most critical apps. One of our most key ambitions is that Qlik Sense gets widespread buy-in and becomes actively used across DB Cargo. That it becomes seen as the default place for people to view their numbers. We’re not there yet, because we still have to make the transition from the technical world to the business world.”



DB Cargo hopes to achieve this ambition by the end of the year. “We now have a single version of the truth,” explains Margje “and we all use the same dashboard with the same data, rather than our own Excel sheets. Having everything located with one source saves us a lot of time. Plus we can apply different filters in Qlik Sense, for example to see the impact the summer’s floods in Germany had on our train outage, and their financial consequences.”

#### **Handover**

Another advantage is that tasks are easier to transfer to colleagues, as people are no longer all working with their own reports. “I’ve already heard from colleagues that it’s now easier for them to take leave, even around monthly closure. You can simply transfer tasks quicker.”

For Laurens, the collaboration with DB Cargo was quite unusual. “Corona has meant that I never actually visited

their offices, but that proved no barrier at all. Maintaining contact was easy, even when we started working less for them. Developments are obviously a little slower when you’re working on things just one day in the week, but DB Cargo wanted someone internal to be overseeing the data side of things.”

“That’s exactly what I like about E-mergo,” Margje enthuses. “They think with you, but are never pushy and do what’s feasible within the time they’re allocated. What’s more, they can work well with different types of people, which is vital if you want to achieve anything within a large organisation. Laurens moves freely about our company and, now they’ve seen the benefits, more and more people are asking him for their own dashboard. In the future, we hope the whole of DB Cargo will be actively utilising Qlik Sense!”

## 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](http://www.e-mergo.nl)

The logo for E-mergo, featuring the word 'emergo' in a bold, teal, lowercase sans-serif font. The letter 'e' is stylized with a small loop at the top.

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