



# Customer Case Study

## Improved Reporting Framework for Rocol

500 hours of manual processing saved per year by improving reporting framework

Customer:	Problem:	Solution:	Benefits:
<p>ITW ROCOL</p> <p><b>Location:</b> United Kingdom</p> <p><b>Industry:</b> Manufacturing</p> <p><b>Website:</b> www.rocol.com</p>	<p>Consolidation of two disparate business systems into one, left gaps in the data required for reporting of key sales information and lead to a manually intensive process for the generation and delivery of key sales reports</p>	<p>A web-based application for capturing the missing data supported with complex database reports and automatic generation and distribution of business critical information.</p>	<p>Complete dataset.</p> <p>Single point of reference for management information reporting.</p> <p>Elimination of manual effort and potential errors involved in generating reports.</p>

### About ITW ROCOL

Established in 1878 as a manufacturer of specialist industrial lubricants in the UK, ROCOL has expanded considerably over the last 120 years and now offers Lubrication, Site Safety and Adhesive solutions to nearly every facet of industry with over 150 distributors stocking and supplying the product range worldwide.

### The Challenge

- To create a mechanism for capturing critical sales data for effective group reporting.
- To streamline and improve the reporting process by automating the generation and distribution of a global daily sales reports.
- Improve/ develop the data held on the ERP System (IFS) to meet reporting requirements, filling data gaps.
- Reduce the manually intensive report generation and distribution process.

For further details: [www.coopersoftware.co.uk](http://www.coopersoftware.co.uk) +44 (0) 1383 840700





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### The Solution

- Created a Business framework from Business Information Review.
- Developed and intuitive web application allowing Users to capture missing data. The system was rapidly developed through a process of iterative development and integrated with the customer's new consolidated ERP system.
- Customized the look and feel of the application so that it was similar to that of the incumbent ERP system to ensure users remained comfortable with its use.
- The generation and validation of the supporting sales reports, which automatically aggregate, format and distribute the data appropriately.
- Created an integrated delivery mechanism that automatically distributed the reports to the global sales team, restricting data visibility by region and employee position.

### The Result and Benefits

- Improved the depth of data captured by the Company and automated the delivery of the associated management information.
- Removed dependencies on legacy report artefacts whilst also reducing the load on the database by optimising the underpinning database queries.
- The delivery of MiView™ allowed a simple dashboard solution to provide instant and up to date access to the sales information

as well as the automation of the daily sales report.

- Reduced the need for manual intervention, eliminating manual error risk, releasing employees to focus on other operational priorities.
- Ensuring information is delivered in a timely fashion to the required departments and staff.
- It is now possible to track critical sales information much more effectively than ever before, enabling crucial decisions to be made quicker.

### Comments



*"The complexity and gaps within the existing sales data made this an extremely challenging delivery. By working closely with the customer and remaining flexible to the changing landscape of requirements, we were able to successfully delivery all components of the overall solution in line with the customer's priorities."*

### Software Development Manager, Cooper Software

*"Cooper Software were able to provide an extension to our IFS system, which enabled us to merge two separate IFS instances into one and the dashboard kpi's and automated emailed reports provide us with a great deal of benefit. Cooper Software are an excellent company to work with and the overall quality of their service is excellent."*

### IT Manager, ITW Rocol