



ARMSCOR
Armaments Corporation of South Africa SOC Ltd

Government agency cuts reporting times from weeks to hours

Armcor implements Qlik Sense and Qlik NPrinting to accelerate key month end processes



About ARMSCOR

As the organization responsible for acquiring the country's defense solutions, the Armaments Corporation of South Africa (ARMSCOR) plays a key role in national security and public sector finances. When it decided to move away from time-consuming legacy reporting processes, it turned to Qlik and South African data specialist, Insight Consulting.

Together, they implemented Qlik Sense® and Qlik NPrinting to accelerate key month-end processes, deliver consolidated and unified reporting and visualizations and ultimately provide a single source of truth across the organization. New levels of data literacy are now leading to wider deployments and much-improved efficiency in critical processes.

“Trust in the data is critical. With Qlik, I’m comfortable that I don’t have to go through multiple other systems to check its quality and accuracy.”

Zimasa Fayo, Business Intelligence Manager, ARMSCOR



Customer Name ARMSCOR	Geography South Africa
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Industry Public Sector	Function Finance, HR
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Challenges

- Slow reporting hampered key processes and functions
- Unreliable figures led to lack of trust and confidence
- Delays could ripple out across the public sector

Solution

Together, ARMSCOR and Insight Consulting implemented Qlik Sense and Qlik NPrinting to accelerate processes and deliver consolidated, unified reporting.

Results

- Reports that once took weeks now available in hours
- Unified source of truth enables accurate insights
- Improved data literacy drives interest across the organization

A vital public sector hub

As the arms procurement agency of the South African Department of Defense, ARMSCOR is responsible for the research and acquisition of solutions to ensure the protection and security of South Africa and its citizens. Originally founded in 1968 as a weapons manufacturer, its focus has switched to procurement, foreign trade, product development and testing and evaluation. It currently employs around 1,500 staff.

While the provision of state-of-the-art defense equipment and services is a critical responsibility, ARMSCOR is also keenly aware that it acts as an important hub in public sector transactions and cashflow. Its finance department handles both accounts payable and receivable and understands its role in ensuring the sector's financial liquidity.

"Finance acts as a vital pillar in understanding how ARMSCOR is performing," explains Zimasa Fayo, Business Intelligence Manager at ARMSCOR. "It's not just about who owes us money and who we need to pay; delays in our finance function can cause delays across the entire public sector."

In 2021, ARMSCOR realized that its disparate environment of legacy finance systems was preventing it from delivering on its responsibilities with the efficiency it wanted.

"We had dirty data and undocumented business rules that led to inaccuracies, inconsistencies, misinterpretation and lack of trust in the numbers," says Fayo. "The analysis was basically ineffective."

Not only did this compromise the effectiveness of ARMSCOR's analysis, it also meant considerable delays.

"We would close our books at the end of the month but the numbers and insights wouldn't get to executive level until probably two weeks later", Fayo continues. "We even had an instance where one manager had to resubmit a report to the CFO because he discovered the original figures were wrong."

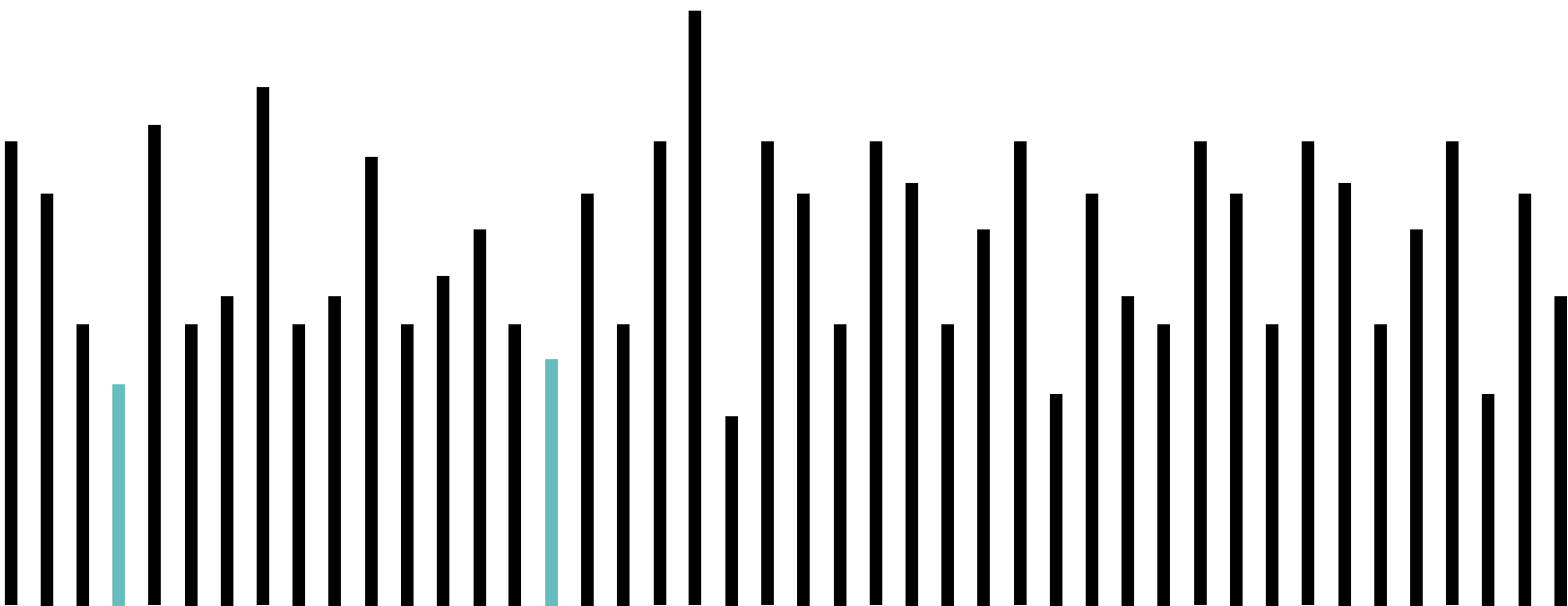
Taking control of the numbers

ARMSCOR knew there had to be a better way. It issued a tender outlining some basic criteria, which included ease of use, scalability and the flexibility to cover multiple areas of its operation. The other major requirements were self-service and visualization.

When South Africa-based data specialist Insight Consulting proposed Qlik Sense and Qlik NPrinting, Fayo was immediately impressed.

"We looked at Qlik and saw a full and sustainable package, including some great data integration capabilities," he explains. "We were also looking to partner up with someone well established in the country that could support the company. Insight ticked all the boxes."

ARMSCOR saw that Qlik Sense offered the interpretation and analysis capabilities it needed, while also being able to acquire data from across the organization's diverse IT environment. The decision was obvious.





Qlik Sense and Qlik NPrinting went live around 18 months after ARMSCOR launched the tender, after the organization had gained invaluable testing, training and implementation support from Insight.

“Moving suddenly from a very legacy-driven reporting environment to an analytics-driven platform was a big jump for some,” Fayó notes. “The people at Insight were very helpful in terms of delivery, technical advice and handholding. They were on point throughout the process.”

Consolidated reporting delivers trust

The transition to Qlik represented a huge leap forward for ARMSCOR’s finance department. Processes that once took weeks are now completed in hours, with report distribution handled automatically by Qlik NPrinting.

“Trust in the data is critical,” says Fayó. “With Qlik, I can be comfortable that I don’t have to go through multiple other systems to check its quality and accuracy. And if we close the month-end books today, the data is ready tomorrow morning.”

With Qlik accessing data from multiple systems in near-real time, ARMSCOR is no longer tied to separate reports for each process. Consolidated and visually appealing management reports are now available weekly and deliver key insights to executives across finance and beyond.

“Qlik NPrinting places the analysis into the hands of decision makers weekly – even daily,” says Fayó. “Showing where we are financially is not a big exercise anymore.”

Fayó adds that critical areas such as stakeholder reporting, which were previously limited to cumbersome spreadsheet-based processes, have also been transferred to Qlik.

“If a stakeholder gives us money, we need to report back to the stakeholder how much we spent and where,” he explains. “It’s crucial that stakeholders have high levels of transparency and accuracy. With Qlik we can achieve that quickly and easily.”

Information at users’ fingertips

Qlik’s adoption has changed attitudes at ARMSCOR, promoting data literacy across the organization and generating interest from other functions.

“Qlik has been a breeze. The only bad side is that people are now jealous of what we’re doing,” Fayó smiles, adding that ARMSCOR is now assessing how Qlik could benefit project management in its acquisition function.

Also on the roadmap is building a data warehouse as a central repository to feed into all of ARMSCOR’s reporting processes.

“Traditional data warehousing isn’t going to be the best fit: it would be very resource-intensive, costly and highly dependent on code,” says Marco Afonso, Business Development Specialist at Insight Consulting. “Qlik Data Integration would be an obvious route to getting all the data and enabling analytics in real time.”

“We’re also rolling out to HR,” Fayó concludes. “As a public sector organization, we need to keep a check on our employment statistics and report back regularly. It’s information that Qlik can put at our fingertips.”

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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 Insight Consulting

An end-to-end data and information company, Insight Consulting works with businesses to formulate and deliver on data strategies at all levels of the organization, unlocking actionable insight with the latest thinking and technology across the data value chain. Its Customer Journey framework informs and guides customers every step of the way, from formulating a data strategy, designing and implementing solutions, through to upskilling the workforce and driving the data culture in the organization.

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