



# Lassila & Tikanoja Implemented ERP system Successfully with QPR ProcessAnalyzer

Lassila&Tikanoja and QPR Software started working together during spring 2016 when definition phase of L&T's new ERP system was most active. The main goal was to have better visibility to the new ERP system and to the lately designed operational processes.

## Reduced ERP implementation costs

Lassila & Tikanoja recognized that to be agile also in future a new ERP system was needed. To ensure success in their ERP implementation, L&T decided to use QPR ProcessAnalyzer to support the project. With QPR ProcessAnalyzer, L&T's implementation team learned a lot about the new ERP system, for example of the process logic and data architectures.

L&T has been able to reduce both internal and external costs. For example, QPR ProcessAnalyzer showed that creating a service order from two different but similar looking ERP views actually creates two different kinds of service order data structures. As an immediate result, extra work could be minimized by disabling the redundant other view.



### Lassila & Tikanoja plc

- 8000 employees
- over 650 million revenue (2016)
- publicly listed Nasdaq OMX Helsinki

### Industry

-Waste management & recycling services, property maintenance and cleaning & supporting services

### Challenge


- Large IFS ERP implementation and deployment to 1000+ users

### Solution

- Using QPR ProcessAnalyzer to analyze new ERP system's data from early stage

### Business benefits

- Reduced ERP implementation costs
- Increased data quality
- Increased customer satisfaction
- Creating KPIs with data perspective
- Creating foundation for continuous development
- Reducing risk of ERP deployment

 **"QPR ProcessAnalyzer is a really cost-effective way to support our ERP implementation. The most beneficial matters are gaining visibility to data and becoming able to develop internal capabilities from a process and data driven perspective."**

**Eetu Heiska**  
Development Manager - L&T



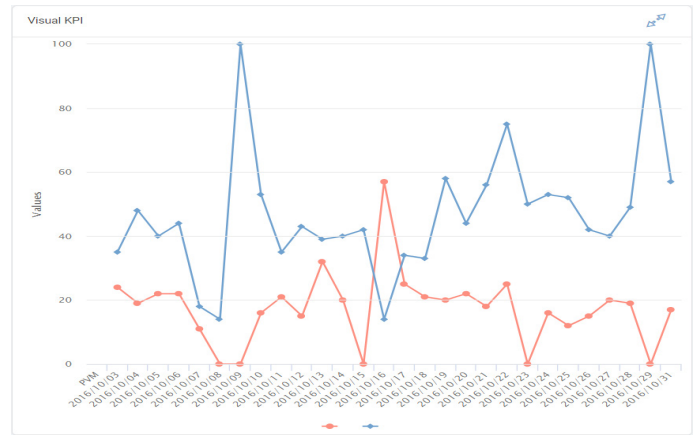
## Increased data quality

The QPR ProcessAnalyzer project proceeded hand to hand with the ERP implementation, subsequently providing support in the test-phase. During the test-phase the main attention was addressed to reduce rework and to further harmonize the service order process. Quick wins were achieved for example in controlling the quality of data; what actual data is populating the data fields and is the ERP system being used in a correct way. Over course of the project, more use cases and scenarios were included. Eventually the process model covered the whole end-to-end service order process.

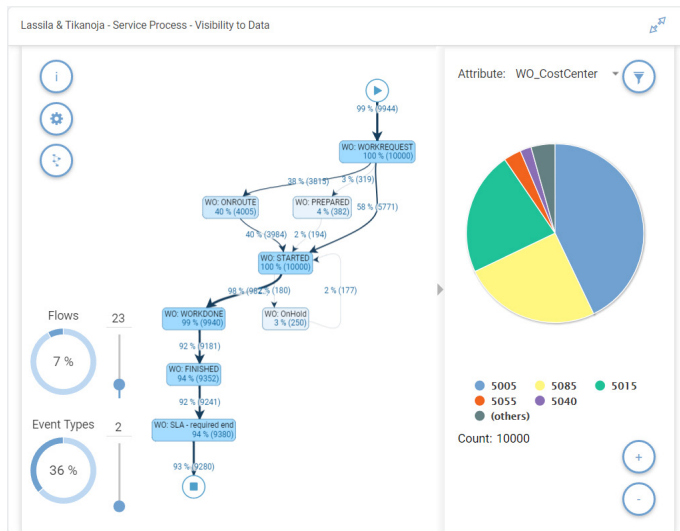
## Service order process - a link to high customer satisfaction

L&T operates with service orders so they were a natural focus for QPR ProcessAnalyzer. One highlight of process mining is that different ERP modules or data sources can be integrated into the same model. L&T's process model was enriched with event data from purchasing modules to produce a full view to operations.

"Having the service order process visualized and connecting it to data is extremely valuable because this way the bottlenecks can be removed and unwanted process behavior can be distinguished. Furthermore, this end-to-end process is linked directly to customer satisfaction which is highly important for Lassila&Tikanoja.", says Eetu Heiska.



QPR ProcessAnalyzer - Driving towards high customer satisfaction



QPR ProcessAnalyzer - Visualized access to processes & data

## Creating KPI's with visualized process and visibility to data

As the ERP project proceeded, KPIs and measuring constantly became more important since data-based decision making is basically the de facto standard on highly competitive markets. L&T saved a lot of BI consulting hours being able to set effective and meaningful KPI's based on QPR ProcessAnalyzer presentation of the ERP data. Furthermore, it was possible to drill down to root-causes for specific process behavior or changes in KPI's. For example, what are the key influencing reasons for some occurring loops, or what causes some service orders to take longer than others.

## Lessons learned - reducing risk of ERP deployment

This on-going cooperation between Lassila & Tikanoja and QPR Software has shown how large IT projects like ERP implementation can be supported with QPR ProcessAnalyzer. Using QPR ProcessAnalyzer in an early project phase ensures that the transition to the new ERP system will be smooth.

Another great benefit of QPR ProcessAnalyzer is that it reduces risk and vendor dependency at all stages of deployment. Greater system process understanding is invaluable in making better decisions when system processes and real-life operating models eventually clash.

## A continuous future is a successful future

L&T understood from the very beginning that improving processes is not just one project but it is a continuous operating policy. L&T has also decided to use QPR ProcessAnalyzer to support future process improvement.

L&T continues to use QPR ProcessAnalyzer to further improve processes, benchmark the businesses and use influence analysis to identify areas that have a significant improvement potential. "QPR ProcessAnalyzer gives us a fact-based understanding of the current operations. QPR ProcessAnalyzer complements our operative KPIs with the tools to drill down into root causes, and to identify both large business transformations and quick operative improvements.", says Eetu Heiska.

### About QPR Software

QPR Software Plc (Nasdaq Helsinki) provides solutions for strategy execution, performance and process management, process mining and enterprise architecture in over 50 countries. Users of QPR Software gain the insight they need for informed decisions that make a difference. With 25 years of experience, 2 000 customers and over a million licenses sold, QPR's products are highly regarded by industry analysts and customers alike.