



CASE STUDY

# Linde MH becomes more agile and efficient with new Power BI platform

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### Business situation

Linde (China) Forklift Truck Co., Ltd (hereinafter referred to as "Linde MH") – a subsidiary of KION Group – manufactures a wide range of counterbalanced forklifts and warehouse trucks and provides its customers with logistics design and consulting services and solutions. With an extensive network of 135 locations across China, the company wanted a better understanding of its business operations and built a BW (SAP Business Warehouse) data warehouse to manage and report on important metrics such as inventory, sales and financial data. However, Linde MH quickly discovered that this installation was inefficient, costly and didn't provide adequate insight. Each department within the company required 12 full-time employees to manually pull reports into Excel, with no easy or secure way to share the documents once they had been generated. Because it could take weeks to create these reports, the collected data was already outdated and often inaccurate, and business leaders were left without visibility into information as basic as how many orders were coming in each month, or how much inventory was on-hand.

Struggling to unlock the full value of its data, Linde MH understood that establishing a more modern and efficient analytics platform was critical to its growth. It needed to be better and faster. Without the in-house skills to implement the upgrade itself, Linde MH needed the help of an experienced technology partner. Having been referred by a mutual contact and recognizing our skills with Microsoft Power BI and experience in analytical planning and strategy, the company approached Avanade.

### Solution

After an extensive consulting phase to collect business requirements and build a strong relationship with Linde MH, Avanade helped the company build a roadmap to completely transform its analytics process by leveraging the cloud. By implementing a Microsoft SQL server and Power BI as its primary reporting and business analysis platform, Linde MH will reduce costs, increase efficiency and gain a greater understanding of its business performance, allowing executives and stakeholders to be more agile in their decision-making.

Thanks to Avanade's access to the Microsoft ecosystem, we began developing the solution on Power BI before the platform had even been launched in China, demonstrating our capabilities as a leading digital innovator within that market. The solution is entirely cloud-hosted in Microsoft Azure, with the initial migration onto Power BI taking place over a period of five months. Due to the large size of the Linde MH organization, the company required a phased rollout of the platform. The sales, service and finance departments were the first to be moved, as they generate the highest priority reports.

In addition to detailed reporting and analysis capabilities, the solution includes an executive dashboard component so that key stakeholders have quick and tailored visibility of important KPIs.

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## Results

Fifty users currently have access to Linde MH's new Power BI platform, and initial feedback has been overwhelmingly positive. Although currently only available to the aforementioned sales, service and finance departments, stakeholders from all departments are lined up to get access in the near future.

The Power BI platform has made reporting far more efficient and is expected to save Linde MH the cost of one full-time employee per department. While reports were generated monthly using the previous system, Linde MH employees now have access to relevant information in near real-time through a self-serve, user-friendly interface that has dramatically reduced the IT service backlog. In addition, the reports contain more accurate information and can be easily shared among users and with key stakeholders.

Most importantly, Linde MH leadership has much greater insight into their company, allowing them to act with increased agility based on the information they receive. For example, daily access to updated inventory and order data allows executives to track trends, create more accurate forecasts and quickly alter operations to further reduce costs or improve efficiencies.

Thanks to the success of this project, Linde MH is exploring the possibility of standardizing all of its platforms on Power BI, and Avanade looks forward to working with it on future phases of this rollout.

## About Linde

Linde (China) Forklift Truck Co., Ltd is a subsidiary of KION Group. Founded in 1993, the forklift manufacturer and logistics provider employees over 2,730 people in more than 135 locations. Its extensive service network supports customers across China.

For more information, visit [www.lindechina.com](http://www.lindechina.com).



### About Avanade

Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 30,000 professionals in 24 countries. Visit us at [www.avanade.com](http://www.avanade.com)

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