Qlik

Case Study: Vancouver Fire & Rescue Service

Introduction

This case study of Vancouver Fire & Rescue Service is based on a October 2015 survey of Qlik customers by TechValidate, a 3rd-party research service.

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"Qlik has allowed us to consistently report our KPIs. Before implementing Qlik, this would require weeks worth of work for different members of the staff which would generate inconsistent results."

Challenges

Before implementing Qlik, Vancouver Fire & Rescue Service had difficulties connecting multiple and disparate data sources to see the whole story in their data. They had too much data and lacked a way to make sense of it.

They picked Qlik for the following reasons:

- It lets them associate data from multiple sources so they can see the whole story within their data
- It's easy to use and lets them quickly drill down to the underlying data
- They can create intuitive and smart visualizations to represent their data
- Its responsive design adapts to any device and how they use it to explore data
- Its robust governance capabilities let them determine who can access what and what they can do with it

Before choosing Qlik, Vancouver Fire & Rescue Service also considered BI tools from SAP.

Use Case

Qlik is deployed across multiple departments.

Results

Employees say that using Qlik has made them more important to the organization.

They rate the importance of Qlik's product qualities as follows:

- Associative model: extremely important
- Smart visualizations: important
- Governance capability: important
- Speed and ease of use: extremely important

The main benefits from using Qlik include faster and more confident decision-making, cost reduction, improved financial performance, reduced risk, and more cross-departmental use of data. They've also seen that Qlik enables employees to find new ways to approach business issues.

Vancouver Fire & Rescue Service estimates that they have improved their decision-making agility by > 75% with Qlik.

Organization Profile

Organization:
Vancouver Fire & Rescue Service

Organization Size:
State & Local

Industry:
Government

About Qlik

Qlik is a leader in data discovery delivering intuitive solutions for self-service data visualization and guided analytics. Over 34,000 customers rely on Qlik solutions to gain meaning out of information from varied sources, exploring the hidden relationships within data that lead to insights that ignite good ideas.

Learn More:

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