

DATA INTEGRATION

CUSTOMER STORY

# Dorman Products

Dorman Products Inc. adopts Qlik Gold Client™ (formerly Attunity Gold Client) and increases QA team efficiency by 60%.





## CUSTOMER STORY

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- Michael Hershey, Quality Assurance Manager at Dorman Products, Inc.

Since 1918, Dorman Products has been a leading supplier of original equipment dealer “exclusive” automotive and heavy-duty replacement parts, automotive hardware, brake parts, and fasteners for passenger cars, light trucks, and heavy duty trucks in the automotive aftermarket. Today, Dorman Products sells thousands of new products to customers and end-users each year.

To support its business worldwide, Dorman Products utilizes SAP ERP systems, which help them manage their growing automotive aftermarket business. As they continued to grow and take in large orders, which often contain several thousand order lines, they began facing difficult and time-consuming challenges in project and support testing cycles. Dorman Products’ Quality Assurance team, who are responsible to ensure optimal support for new products, enhancements, and bug fixes, recognized that they needed an easier and less time-consuming way to address quality issues and populate test systems with relevant data.

### **The Goal: Rapid Resolution of Production Issues**

Addressing order-related issues in a timely manner was the biggest challenge facing Dorman Products’ Quality Assurance (QA) team. Michael Hershey, Quality Assurance Manager, explained, “When issues arise with very large orders, the company counts on the IT team to reproduce and debug the problems. Yet, it’s often very difficult to replicate the scenario in the QA environment. In fact, in some cases, it was impossible to do so.”

### **ABOUT DORMAN PRODUCTS**

- Leading supplier of original equipment dealer “exclusive” automotive replacement parts
- Sells thousands of new products to customers and end-users each year

### **Objective**

To find a solution to streamline the multi-step process including improving quality assurance systems, and lost hours due to data problems.

### **Solution**

After exploring different options Dorman implemented Qlik Gold Client to reduce the time needed for root cause analysis of large order problems by 50-60% and the data prep time for testing by 30%. Also, it significantly reduced the space needed for the development and quality assurance environments.

Since each order may have several thousands of order lines, it often took the team days to re-create and debug the issue. Complicating matters is the fact that parts in the quality assurance system aren't always set up in the same way as production. In addition, stock levels in the QA system may be different than those in the production system. "As we try to resolve production issues, it's not uncommon for us to lose hours due to data problems," said Hershey.

The process that Dorman Products' QA team was using to replicate and debug production problems was highly manual with many steps. First the team identified the iDoc that brought the order into production, then modified it to read the order into the non-production system. From there, they identified the master data errors associated with the iDoc and updated custom tables. Processing the order in the non-production system meant picking, packing, and shipping to the point that the production system failure could be reproduced. "We recognized that we needed a solution to streamline this multi-step process," Hershey commented.

### Evaluating Different Alternatives

Michael Hershey and his colleagues began searching for a tool that would help them easily recreate scenarios in the QA systems and enable them to debug problems and identify root causes earlier. In addition to simplifying production support, Dorman Products also needed a tool to generate better test data in the non-production environment and facilitate data refreshes for the quality assurance system.

The team evaluated both Qlik Gold Client and a competitive solution. The team liked that Qlik Gold Client was a proven solution that is used by many other companies. They also

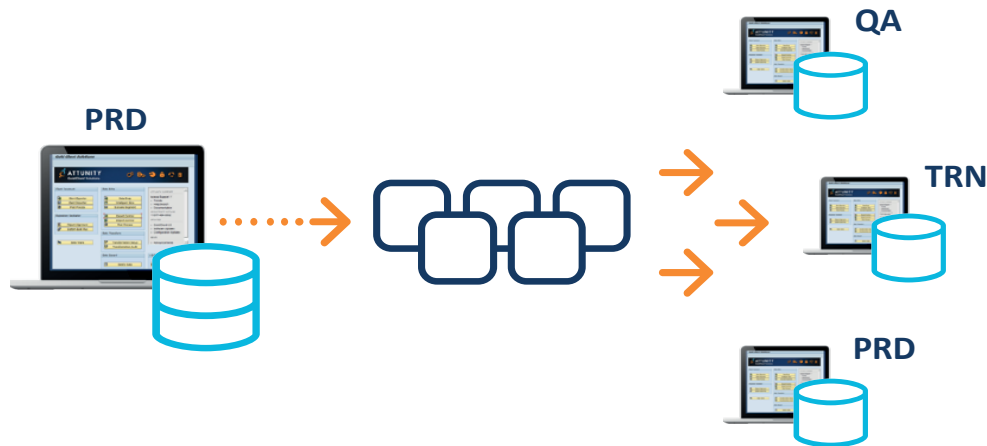
appreciated Qlik Gold Client's ease of use. Hershey observed, "The Gold Client user interface is flexible and easy to use. It's not technically challenging." Dorman Products decided to move forward with implementation of Qlik Gold Client.

### The Quality Assurance Team Saves Time and Resources

Today thanks to Qlik Gold Client, Dorman Products' QA team enjoys a 50-60 percent reduction in the time needed for root cause analysis of large order problems. In addition, the data prep time required for testing efforts has decreased by 30%. The QA group is looking into using Qlik Gold Client to create a preproduction environment with rolling data refreshes. "It would be a huge win to have the most up-to-date production data available for testing, so we're now looking at the next phase," noted Hershey.

Qlik Gold Client has also enabled Dorman Products to significantly reduce the space needed for the development and quality assurance environments. Hershey commented, "We no longer need very large tables with irrelevant data. Gold Client has reduced the system footprint associated with backups. It's so much more efficient. Today we use less disk space, since we now only retain one to three months of data in tables in our test environment."

Dorman Products is confident that it made the right decision by selecting Qlik Gold Client. "We would definitely recommend Gold Client to other companies with similar data issues. The tool is extremely helpful, since we are always resolving problems, testing new enhancements with SAP, and refreshing test data as information changes continually," said Hershey.



## Benefits



### Saved time

50-60% reduction in time to determine root cause analysis of large order issues



### Reduced footprint

Qlik Gold Client has reduced the system footprint associated with backups



### Higher efficiency

Using less disk space since very large tables with irrelevant data is no longer needed



### Improved productivity

Easier to test new enhancements and refresh test data as information changes



### Fast, easy implementation

Qlik Gold Client user interface is flexible and easy to use. It's not technically challenging so ramp up is quick.

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## About Qlik

Qlik's vision is a data-literate world, one where everyone can use data to improve decision-making and solve their most challenging problems. Only Qlik offers end-to-end, real-time data integration and analytics solutions that help organizations access and transform all their data into value. Qlik helps companies lead with data to see more deeply into customer behavior, reinvent business processes, discover new revenue streams, and balance risk and reward. Qlik does business in more than 100 countries and serves over 60,000 customers around the world.

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