CUSTOMER STORY

Supporting growth aspirations with Qlik

Data analytics helps Malaysia's electricity supplier to achieve its goals

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TENAGA NASIONAL
Better. Brighter.

"Our Qlik dashboard now acts as the go-to source of performance data, such as revenue, cost, and profit after tax. This helps the company to visualize information and make business decisions with greater accuracy and speed."

Datuk Fazil, Chief Information Officer, Tenaga Nasional Berhad

With 9.2 million customers, Tenaga Nasional Berhad (TNB) is the largest electricity utility in Malaysia and aims to be a leading provider of sustainable energy solutions in Malaysia and internationally by 2025 as part of its 'Reimagining TNB' strategy.

These aspirations are supported by four enablers. They are capital allocation and value creation, corporate and organization structure, digital and data analytics, and culture, capabilities and performance management.

In pursuit of this strategy, TNB's Group Finance Division led an initiative to create a centralized Business Performance Management (BPM) dashboard that aims to increase the emphasis on shareholder value through enhanced focus on growth and profitability. A dedicated Business Performance Management Unit was set up to drive this initiative in its effort to also transform finance from process manager to value creator.

Centralized view of business performance

The BPM team worked with a Qlik consulting team during the design and development stages of the dashboard and in adopting best practices for setting up the finance data model. Using the power of Qlik, the team has created a platform that is user friendly yet flexible and provides collaborative analytics. The interactive dashboard enables users to discover business insights and support quicker corrective action. Automated dashboards are also integrated with a data warehouse which enhances data integrity.

Solution Overview

Customer Name
Tenaga Nasional Berhad

Industry
Energy and Utilities

Geography
Malaysia

Function
Finance, Operations

Business Value Driver
Customer Intelligence, Reimagined Processes

Challenges
• Reduce time and effort to track business performance and comply with regulations

Solution
TNB has gathered heterogeneous data sources into one centralized location and uses Qlik data analysis to identify performance issues and monitor business targets such as revenue, expense and profits. Results are visualized on Qlik-powered dashboards.

Results
• Time taken to prepare business performance reports reduced by 75%
• Efficiency gain of 20% in time taken for performance review meetings
• Thousands of hours saved by automated report generation
• Swift decisions and actions to close performance gaps

The business performance dashboard provides an executive overview for business performance monitoring and reporting. It aims to drive the right focus by having key performance indicators, encompassing related control mechanisms, such as budgets and targets, and comprehensively tracking them. TNB can now monitor the business with this centralized view that tracks performance against budgets and targets to close any gaps.

The key principles driving the initiative are that the dashboard displays accurate and timely information, ensures that data visualizations provide the correct picture and makes sure that it is delivered to the right stakeholders. "The dashboard has resulted in a culture and behavior change in business performance management, resulting in a more collaborative culture and more action driven, forward-looking discussions," says a spokesperson for the BPM team.

Automation saves thousands of hours

"The Qlik dashboard now acts as the go-to source for performance data, such as revenue, cost and profit after tax. This helps the company to visualize information and make business decisions with greater accuracy and speed," says Datuk Fazil, Chief Information Officer at TNB. "We are operating under a new reality that puts great strain on the system and technology helps to ensure TNB's systems remain resilient during the pandemic and beyond. The dashboard also supports automated reporting which saves thousands of hours each year."

Regulations state that the utility must exhibit cost prudency and efficiency in its operations and a key aspect is the cost incurred for the repair and maintenance of assets. The dashboard is able to automatically identify whether those costs are preventative or corrective, as well as analyzing them by location, voltage levels, types of work and cost components. It also helps identify patterns and allow early preventive measures.

Using the Qlik-powered dashboard has reduced the time taken to prepare divisional business performance reports by 75% and has increased efficiency by speeding up the time taken for performance discussions by 20%.

Key to improved user experience

TNB Group has launched many new initiatives and these are currently ongoing as the Group strives towards realizing the 'Reimagining TNB' strategy by 2025. The year 2021 is the delivery year and various changes and transformation are expected to take place within the Group. TNB plans to expand and enhance the Qlik dashboard further by integrating with other solutions to cater for new business requirements and increase the user base, making the tool available to other levels of the management group.

Data analytics is growing to be an extremely powerful tool for TNB. The ability to monitor performance and quickly react to performance chokepoints will go a long way in helping it be resilient to future challenges.

The keys to success

75% reduction in time taken to prepare business performance reports

20% efficiency gain in the timescale for performance review meetings

"The dashboard has resulted in a culture and behavior change in business performance management, resulting in a more collaborative culture and more action driven, forward-looking discussions."

Business Performance Management Team, Tenaga Nasional Berhad

Qlik Q

About Qlik

Qlik's vision is a data-literate world, where everyone can use data and analytics to improve decision-making and solve their most challenging problems. Our cloud-based Qlik Active Intelligence Platform delivers end-to-end, real-time data integration and analytics cloud solutions to close the gaps between data, insights and action. By transforming data into Active Intelligence, businesses can drive better decisions, improve revenue and profitability, and optimize customer relationships. Qlik does business in more than 100 countries and serves over 50,000 customers around the world.

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