

# Decision Inc. Australia Delivers Data on Delivery Performance for Building Supplies Company

*Implements new DIFOT and Real-Time Tracking capability to automate delivery analytics and enable greater focus on fulfillment*



## THE CLIENT

This leading building products business is behind some of the most trusted and recognised brand names in supplying building products for residential and commercial construction. It continually re-invests into its business to meet new challenges in construction and invests in research and development to develop new products to help our customers meet these challenges.

The company has a simple yet critical promise to its customers: to deliver all orders in full and on time. But it identified an issue that needed addressing if it were to be able to consistently fulfill that promise.

## THE CHALLENGE

As part of the business improvement initiatives the company was undergoing, it identified data quality issues that prohibited them from accurately measuring delivery performance across the organisation. For one, it wasn't accurately capturing location data and more, which meant gaps in delivery information were evident.

Furthermore, while the company fared well during the pandemic due to people working from home and launching home improvement projects, it was struggling to keep up with the demand from customers.



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Fulfilling that customer promise has a direct link to their bottom line, yet they weren't able to accurately determine whether the promise had been met.

*Aiden Heke, CEO, Decision Inc. Australia*

“The first key to becoming a data-driven business is understanding your data and being able to properly benchmark past performance – only once that foundation is in place can data be used as a forecasting tool to predict future performance.”, said Aiden Heke, CEO, Decision Inc. Australia.

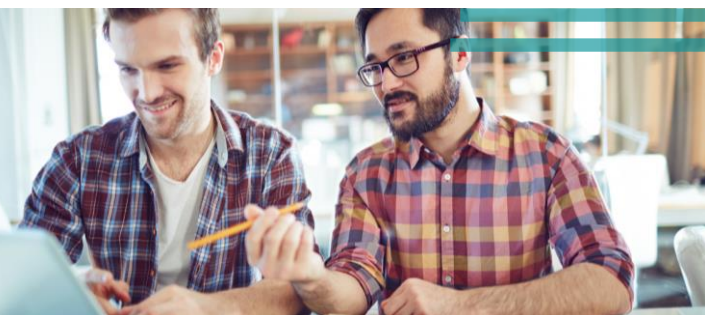
The company quickly prioritised an upgrade of its data and analytics capability as one of the critical customer-focused initiatives and turned to Decision Inc. Australia for guidance.

## THE SOLUTION

Decision Inc. and the company worked together to deliver a modern data platform architecture to accommodate future data workloads.

As part of the engagement, the company identified Delivered In Full On Time (DIFOT) and Real-Time Tracking of their vehicles as the top priority analytics Use Cases.

Decision Inc. guided the company to implement a Power BI Dashboard for DIFOT which can ingest data from the company's SAP platform. It also helped implement an Azure Data Lake integrated with Azure Maps, and Decision Inc. developed an engaging Data Quality dashboard to highlight exactly where and how big the data quality opportunities were with the company.



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This enables us to pinpoint the exact time a delivery can take place rather than relying on the inputs from a handheld, which in turn helped us to improve our DIFOT measure.

*Company Spokesperson*

## THE OUTCOME

The Azure maps solution, integrated with the company's transport management systems, assisted them in filling the gaps which existed in delivery capture. The business benefits included:

### IMPROVED CUSTOMER SERVICE

“This will enable us to send messages based on the vehicle's proximity to a client's location,” said a company spokesperson.



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We wanted to ensure the client would be able to automate the process and glean rich data from every point in the delivery chain to gain actionable insights.

*Aiden Heke*  
*Chief Executive Officer*  
*Decision Inc. Australia*



### INCREASED DATA ACCURACY

The company can now measure volume and frequency as well as the status of delivery, classifying them as either In-Full on Time, In-Full not on Time, Not-in Full on Time, or Not-in Full not on Time.



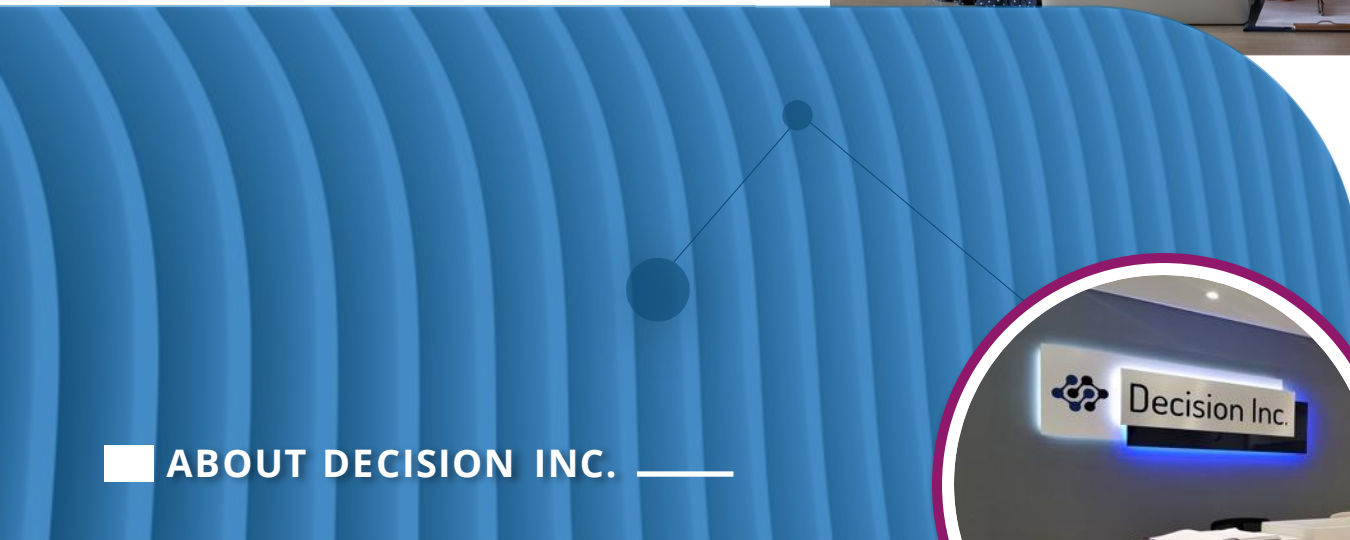
### ACCURATE OPERATIONAL INSIGHTS

The company can toggle data quality within its DIFOT dashboards to identify ongoing business process improvement opportunities.



### IMPROVED DELIVERY MEASUREMENT

“The analysis from DIFOT was able to us with detailed visibility of delivery performance across the organisation,” said the company spokesperson. “This was something which we never had before and gave us a more accurate measurement of delivering performance, which enabled us to focus our attention on fulfillment.”



## ABOUT DECISION INC. \_\_\_\_\_



***Decision Inc. Australia is a leading independent data and analytics consultancy which delivers value from data faster.***

We serve the Australian community and industry and believe great data and analytics expertise will underpin economic recovery and prosperity. We provide insights and accelerated business improvement capabilities to help our clients in their pursuit of progress.