



# From Excel Sheets to BI Excellence: How KiK transformed its Data Power with inics

„Thanks to the expertise and dedicated support from inics, our BI environment has significantly enhanced, becoming highly stable, scalable, and reliable.“

**Christian Zander, Head of Reporting & Data Analytics, KiK**

## Client Overview

KiK Textilien und Non-Food GmbH is Germany's largest textile discounters and employs around 32,000 people in over 4,200 stores in 14 European countries. Headquartered in Bönen, North Rhine-Westphalia, KiK strategically focuses on digital transformation and leveraging data-driven insights to optimize supply chains, operational processes, and customer satisfaction.

## Challenge

KiK faced the challenge of modernizing their legacy Business Intelligence infrastructure, initially migrating from QlikView to Qlik Sense. The primary objective was establishing a unified and scalable data landscape to replace error-prone Excel-based processes and improve visibility across their complex Supply Chain. Ensuring rapid, reliable reporting and accurate inventory analysis by leveraging pre-calculated data from Qlik layered atop SAP BW/4HANA was critical for future-proofing the analytics environment and enabling agile decision-making.

## Solution

Our team implemented multiple semantic layers, enhancing the SAP BW/4HANA environment to deliver unified and efficient access to both SAP and non-SAP data. Additionally, we developed sophisticated write-back functionality, enabling KiK to operationalize analytics directly within Qlik Sense. Leveraging our agile development and consulting approach, we rapidly created multiple operational solutions, notably an emergency dashboard during COVID-19 that allowed KiK to reorganize their supply chain with 75% less effort compared to previous processes. We managed the entire implementation end-to-end, provided comprehensive operational support, and ensured system stability through dedicated second- and third-level support services, significantly enhancing KiK's analytical and planning capabilities. We continue to collaborate closely with KiK, further advancing the project's effectiveness and flexibility.

## Results & Impact

The modernized BI solution significantly increased daily user adoption across the entire company, from approximately 50 users to more than 900. Reporting and planning efficiency increased substantially, shortening processes, enabling rapid decisionmaking and agile responses to market changes.