



## Jaspersoft GGB Case Study

### Background

GGB, formerly Glacier Garlock Bearings, is the world's largest manufacturer of metal-polymer plain bearings. The company has more than 1000 employees and 23 locations in 20 countries, as well as a comprehensive network of distributors. More than 50,000 customers worldwide use products from GGB's full line of self-lubricated, marginally lubricated and fully lubricated plain bearings. GGB polymer and metal-polymer plain bearings are designed for exceptional resistance to wear-and-tear, low or zero maintenance and the highest standards of reliability.

They are available in a variety of forms, such as cylindrical wrapped bushes, flanged bushes, thrust washers and special parts manufactured to customer requirements. State-of-the-art R&D facilities, extensive test centers and skilled technical support enable the company to deliver bearings for the widest application spectrum across segments as diverse as the agricultural, automotive, construction, hydraulics, marine, chemicals and medical industries.

### Challenge

At the start of 2010, GGB undertook a complete overhaul of its organizational structure. The old structures at local office level in the various countries were replaced with six new target segments – automotive, pumps, agriculture and construction, renewable energies, distribution and direct sales. This restructuring project revealed a pressing need for a data warehouse, which, in turn, called for a powerful Business Intelligence (BI) solution. A detailed view of activities at country, office and employee level was essential in order for segment heads to control and monitor processes effectively. Similarly, the direct sales segment, which included field and in-house sales plus engineering consultants, needed a comprehensive reporting tool.

GGB defined very specific requirements for its BI landscape. It wanted a uniform solution that would display all key sales indicators at a glance. Every employee, regardless of location, must be able to access the system and create reports with a single click. In addition, a high degree of availability had to be built into the reporting platform, and it needed to interface with GGB's Enterprise Resource Planning (ERP) system and pull out the data it required in real time.

### FAST FACTS

#### ORGANIZATION

GGB

#### INDUSTRY

Metal-Polymer Plain Bearings

#### SOLUTION

IT Service Management with fully integrated Business Intelligence

#### RESULTS

Removal of significant IT bottlenecks; enabling improved IT planning, decision-making, and service support and delivery

*"Jaspersoft's Business Intelligence Suite was fast and easy to deploy and is even easier to use"*

**Matthias Kenngott**  
IT Director at GGB

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Another key requirement was bandwidth. GGB has 50,000 customer records, 30,000 product data sets, historical data stretching back over four years and a daily order intake in the region of 1000, with each order consisting of at least two items. So the reporting tool had to be capable of handling high volumes of data. In addition, flexibility and a high degree of user-friendliness were important to GGB. Additional criteria included reporting, analytics and dashboard functionality, single sign-on (SSO) and JDBC interfacing capabilities. For compatibility reasons, GGB also had a preference for a Java-based environment.

Up until now, GGB had been using Oracle BI Publisher. However, it quickly decided against an upgrade in view of the prohibitive price/performance ratio of BI Publisher. As a mid-sized company with a natural affinity for Linux, GGB felt that the next logical step pointed towards the open-source BI market. The company quickly realized that Jaspersoft had the answers it needed. One of the big advantages of Jaspersoft's open-source policy is that it gives prospects ample opportunity to put its suite through the paces for themselves. They can test the community version free of charge and, once they have discovered the performance gains of Jaspersoft's BI Suite, switch to the professional version, which includes service and support.

## Solution

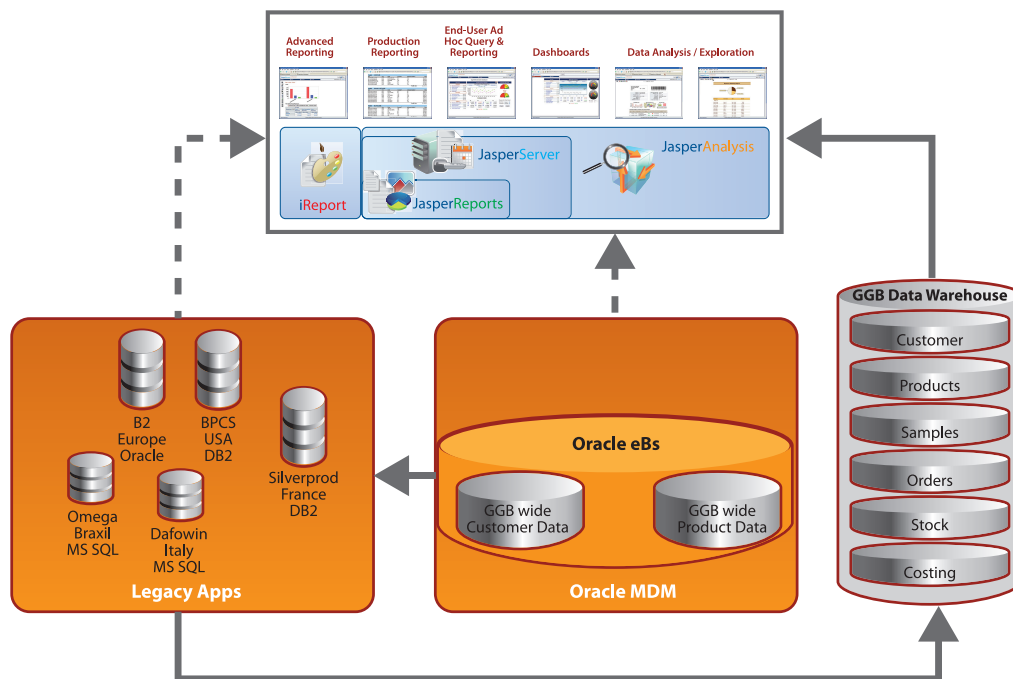
September 2009 saw GGB kick off the test phase with the community version of the Jaspersoft BI Suite. Four weeks was all GGB needed to clinch the decision in favor of Jaspersoft. The company's evaluations showed that the Jaspersoft BI Suite delivered the functionality, flexibility and performance it needed. So GGB then switched to the professional version of the Jaspersoft BI Suite and also opted for a Professional Premium Support Package with Jaspersoft Deutschland GmbH.

Jaspersoft BI Suite 3.7, comprising JasperReports, JasperServer, JasperAnalysis and JasperETL, pulls the information it needs for analytics and reporting from the GGB data warehouse. The JasperETL tool allows GGB to draw the information it needs for sales reporting from any number of sources.

Since January 2010, some 60 sales reps at GGB have been using JasperReports to create their reports. Segment heads can access the individual reports and analyze their findings. So they can work out, for example, which customers are ordering which products, which countries have the highest margins, which countries are underperforming and which accounts are the most lucrative. This also allows them to pinpoint new opportunities and develop and execute optimization strategies.

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GGB works with a large network of distributors. In the past, authorized distributors received manual daily reports from GGB. A huge amount of time and effort was spent on preparing and sending monthly commission statements plus daily offer/invoice statements. JasperReports has eliminated these time-consuming tasks by automating this communication process. The information authorized distributors need is now sent automatically by email or as a PDF.



In addition, GGB has been using Jaspersoft to support Sample Management System (SMS) reporting since the end of 2009. GGB has set itself the target of replying to customer requests for plain bearing samples within a maximum window of ten days. Which is easier said than done as the sample manufacturing process is extremely complex. It extends across numerous departments, from sales through engineering to production planning and logistics. In addition, sample reports must draw information from various ERP systems. JasperReports allows GGB to pinpoint the exact source of a delay and take corrective measures to optimize the entire process flow.

Next, GGB plans to roll Jaspersoft out to management at its manufacturing facilities. JasperReports will help GGB to analyze and optimize productivity in the individual production lines.

*“we are confident that the Jaspersoft BI Suite will roll out smoothly across our entire organization and rapidly deliver real business value”*

**Matthias Kenngott**  
IT Director at GGB

Thus far, GGB has used b2 from Sage as its ERP system. Over the coming three years, the company plans to migrate to b6 and create a global ERP platform. Building on the compatibility between b6 and Jaspersoft's BI Suite, GGB plans to gradually replace the various reporting tools currently in use throughout the company with JasperReports and JasperAnalysis. GGB would then have the benefit of a single, uniform reporting solution across all offices and production facilities worldwide.

Jaspersoft's clearly structured, intuitive interface meant that GGB employees were soon up and running without any training. Existing reporting parameters can be transferred quickly and simply to the Jaspersoft platform. Which gives users the productivity benefits of a familiar working routine and eliminates time needed for familiarization.

## Results

GGB connected Jaspersoft's suite to its data warehouse to create a company-wide BI platform that meets the company's key criteria. It has achieved consistently high performance, ease of use with an intuitive interface and the rich functionality needed for company-wide reporting and analytics. Of particular benefit to GGB is Jaspersoft's commitment to open source. The company rates the fact that it now only pays for support and service. Unlike providers of proprietary solutions such as GGB's former BI package, Jaspersoft does not charge software license fees.

"Not all of our departments and employees are working with Jaspersoft yet. But those who are have only good things to say about the solution," emphasizes **Matthias Kenngott, IT Director at GGB**. "And that is why we are confident that the Jaspersoft BI Suite will roll out smoothly across our entire organization and rapidly deliver real business value."

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