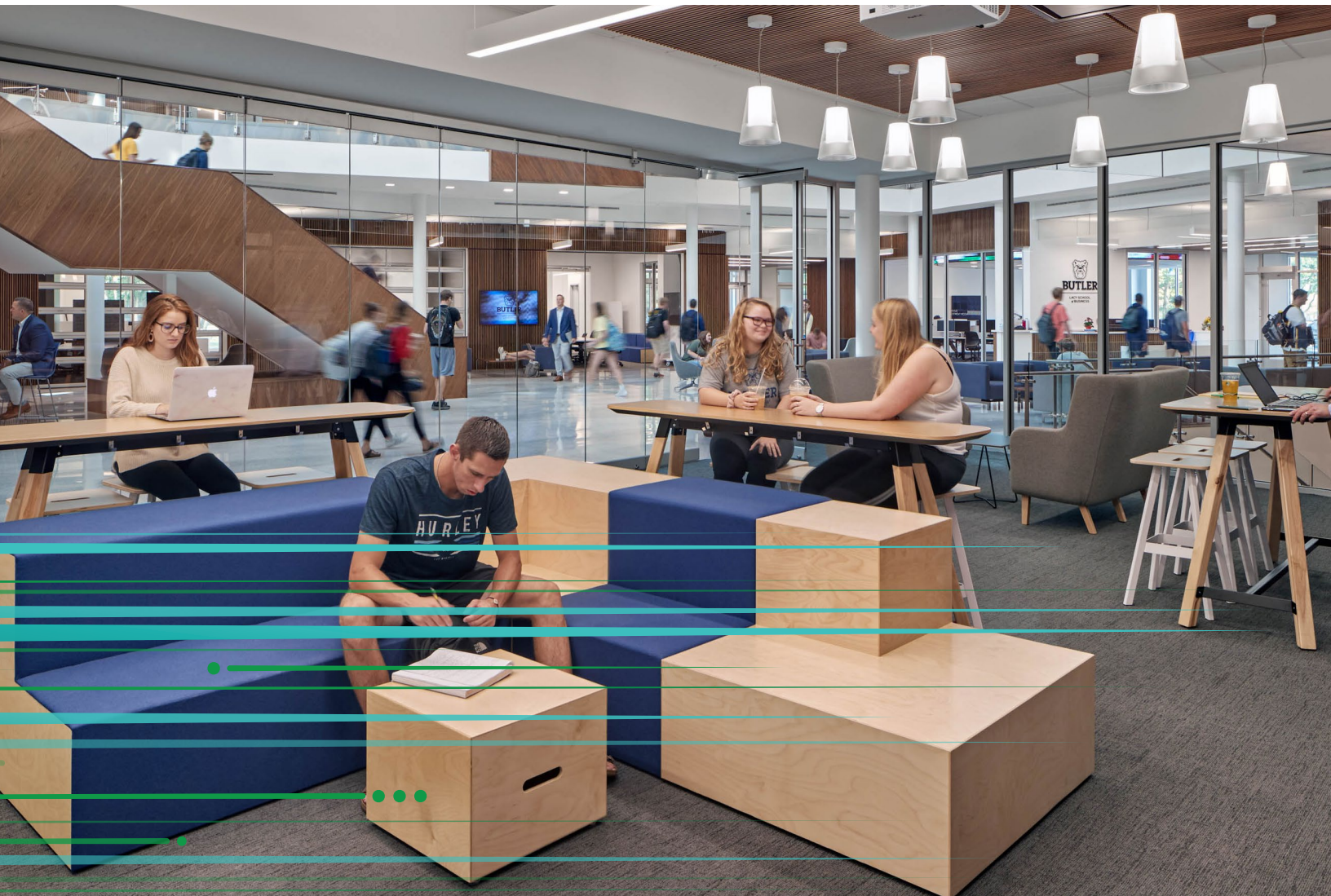
Qlik

CUSTOMER STORY

INTEGRATION

MillerKnoll

MillerKnoll redesigns data pipelines for zero downtime and full traceability



About MillerKnoll

MillerKnoll is a global collective of design brands built on the foundation of two icons of modernism: Herman Miller and Knoll. Its portfolio includes furniture and accessories for commercial and residential spaces from Colebrook Bosson Saunders, DatesWeiser, DWR (Design Within Reach), Edelman, Geiger, HAY, HOLLY HUNT, Knoll Textiles, Maharam, Muuto, NaughtOne, and Spinneybeck | FilzFelt. Guided by a shared purpose, design for the good of humankind, MillerKnoll generates insights, pioneers innovation, and champions ideas to better align spaces with how people live, work, and gather.

MillerKnoll is using Qlik Talend® data solutions to build a unified platform, bringing in data from a complex and highly diverse business system and making it accessible across the organization. Critical processes have been accelerated, and data integration issues have been almost eliminated as a result.

> "Being able to live without the sheer number of after-hours requests is reason enough to choose Qlik®."

Colton Porter, Manager, Advanced Planning Systems, MillerKnoll

Customer Name
MillerKnoll

Industry
Manufacturing

Geography
USA, Americas

Function
IT, Marketing, Supply Chain Management

Challenges
- Access valuable data from a complex and disparate set of systems
- Maintain and monitor challenging service commitments
- Work effectively across global locations, currencies, and languages

Solution
MillerKnoll implemented Qlik Talend data solutions to simplify a complex data environment, allowing accelerated and reliable access across the organization.

Results
- Effective access to data delivers clarity and accuracy
- Data integration and ETL issues have been effectively eliminated
- Processes that took days are now completed in hours

Design for the good of humankind

MillerKnoll operates a complex data environment that serves an ambitious, performance-driven business. Managing that data is one of the responsibilities of Colton Porter, Manager, Advanced Planning Systems at MillerKnoll.

“Our focus is to design for the good of humankind. Step into any of our spaces and you’ll find that everyone is working toward that,” Porter says. “My role is to ensure we deliver the products on time that make those spaces come to life.”

Achieving this involves building trust through a quality of service that’s as reliable as the products MillerKnoll manufactures.

Managing and monitoring processes effectively involves acquiring data from over 25 separate MillerKnoll companies and sub-brands, which use 18 different ERP systems across multiple continents, currencies, languages, and legacy IBM-based systems.

“We have 12 million unique part numbers and process millions of daily transactions. Since everything is built to order, this creates about a terabyte of supply chain planning data every day,” says Porter.

“System performance and the reliability of service were common problems. Around 80% of the tickets opened for my team were related to data integration issues,” Porter explains. “Processes timed out or were not started or restarted. Files were being dropped because we relied on a third party to fix mission-critical data.”

Identifying a powerful, long-term solution

The data acquisition process handled by the third-party supply chain application had worked effectively in the past, but as the data environment grew, the team started reaching the supply chain application's limitations.

"We did our due diligence and looked around, but we already had some experience with Qlik and knew that it could do what we needed," Porter says. "And even though we thought we just needed one critical piece for support, when we engaged with Qlik, we discovered so many other data integration capabilities existed. That's why Qlik came out on top."

The first project was to implement a project to modernize MillerKnoll's fulfilment platform, involving three main ERP systems, 30 data control tables, and 16 different APIs.

"We had to involve our entire data infrastructure team to merge all our North American order fulfilment and transportation planning, and with Qlik Talend data solutions, we managed to deliver it with less than six weeks of development," Porter continues. "It was a massive project, but because we already had the skill set in-house, we did it."

Zero downtime, zero issues, full traceability

As MillerKnoll advanced its Qlik Talend implementation, the benefits became clearer to Porter, his data engineering team, and the broader business. At the top of the list are system performance, reliability, and continuity of service.

"Since running directly on Qlik, we've had zero downtime, zero issues with replication or integration, and full traceability," states Porter. "Being able to live without the sheer number of after-hours requests is reason enough to choose Qlik."

MillerKnoll now has a data environment that's increasingly capable of harnessing the large and growing volumes of data generated by its supply chain with an agile and lean team.

The result is a richer, more insightful transaction history that allows MillerKnoll to identify regular production issues or bottlenecks.

"We were recently able to point out to a supplier that they consistently delivered three days late, which gave us an opportunity to review our service level agreement," Porter says. "Previously, manually capturing and analyzing the data to reach that point would have taken months."

The dealer experience has also improved, with turnaround times between an order being placed and a shipping date issued cut from five days to less than two. “It’s just one of a number of drastic improvements in our go-to-market,” says Porter.

The next steps include using Qlik to improve data cataloging and API development processes, and harnessing AI to enhance and even automate some decision-making processes.

“We can be much more driven by transaction-based data now,” Porter concludes. “Qlik cuts out huge amounts of noise and allows us to be much more proactive in everything we do.”

Get more value from your data with Qlik Talend

Learn more

About Qlik

Qlik transforms complex data landscapes into actionable insights, driving strategic business outcomes. Serving over 40,000 global customers, our portfolio leverages advanced, enterprise-grade AI/ML and pervasive data quality. We excel in data integration and governance, offering comprehensive solutions that work with diverse data sources. Intuitive and real-time analytics from Qlik uncover hidden patterns, empowering teams to address complex challenges and seize new opportunities. Our AI/ML tools, both practical and scalable, lead to better decisions, faster. As strategic partners, our platform-agnostic technology and expertise make our customers more competitive.

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