



Data Analytics CASE STUDY

Modern data warehouse serves up big benefits for BGW Group

About BGW Group

The BGW Group supplies goods and services to a diverse array of industry and customer sectors.

Extensive electrical and plumbing wholesale businesses are core to the organisation.

In addition to wholesaling, BGW Group have assembled a unique group of specialist supply and services companies. Each business operates under its own brand but all work together to share expertise and support services, to leverage opportunities for growth, and to maximise efficiencies through collective buying power.

www.bgwgroup.com.au

BGW Group is a privately owned collection of a wide range of plumbing and electrical wholesale businesses. This diverse business needed a holistic and visible data management system and found WARDY IT Solutions could transform their complex situation into a single data warehouse.

Objective: Create a modern data warehouse for a large and complex group

With 17 Australian businesses and half a dozen international operations, BGW is a complex operation. Each business operates under its own brand but all work together to share expertise and support services, leverage opportunities for growth, and maximise efficiencies through collective buying power.

This means they source products at competitive prices so customers can be confident they are getting the best value solution every time. Having access to accurate, reliable data is critical to this aspect of the business, as well as to providing visibility for the owner and executive team at BGW Group.

“The aggregation of data from multiple sources had been developed and implemented but it was out of support and was very unreliable. Over time support had dwindled down to just a single person – this left us in a state with no documentation and data housed on multiple platforms and systems. We just didn’t have the support we needed,” explained David Dean, Chief Information Officer, BGW Group. “Data was unreliable, and reports couldn’t be run every day. There were multiple critical failures each month whereby we couldn’t run any reports at all.”

“Reports are critically important for our business line managers. We have 110 core business branches across Australia. We need a common, accurate and reliable data set to ensure we are all having the same conversation with the same information at the same time.”

- David Dean, Chief Information Officer, BGW Group

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*David Dean
Chief Information Officer
BGW Group*

Expertise and ongoing support provides stability, scalability and performance

Partnering with an IT vendor that had a deep skill base in data management and would provide long-term support was crucial. David Dean knew of WARDY IT Solutions by reputation and after assessing a few alternative options was certain they were the right fit.

“We want more than just a vendor. Having our team do on-going support is not a great use of our time. We needed a partner who could provide support after implementation,” said David Dean. “We needed, and continue to need, access to a team with a proper network, in-depth ETL knowledge and expertise and one that owned the architecture or could make extensions.”

BGW Group and WARDY IT Solutions broke the assessment, analysis and implementation process down into manageable stages.

“Unpacking between 5-8 years of data without any documentation is a huge undertaking. And we were changing the architecture at the same time. Breaking the project down into incremental stages helped reduce any risks. It allowed us to keep checking that what we were doing was possible,” said David Dean. “As it was the first time WARDY IT Solutions had used our ERP system we had to ensure the process was viable.”

“Breaking the project into stages also allowed buy in and assured the whole team of the work WARDY IT Solutions was doing with us. We’re going live in January and we can’t wait for the speed and reliability. The main users are really excited.”

- David Dean, Chief Information Officer, BGW Group.

Vast improvements in speed and accuracy prove their worth

The development stage of the new data warehouse system has proved so successful that users of the system can’t wait to go live. The raft of immediate and transformative benefits include:

- **Speed of transactions and updates**

BGW Group moved from error-riddled 8 hour overnight update to just 15 minutes. “In the old system, updates would take hours to run,” said David Dean. “And if an error occurred you’d have to re-run the whole process and risk losing data. Now it takes 15 minutes and we’re expecting integration rarely, if ever, to fail.” Trouble-shooting issues used to be difficult and time consuming but now it will be easy because of the integration set up.

- **Improved financial reporting**

Having faster access to reports will cut costs and errors across the whole business and enable staff to not just look retrospectively at reports but to also be able to project into the future. “Our financial close out period used to be 8 days, now we’re aiming to take this down to just 6 days (5 days of which are reserved around the transaction period). We’re expecting a 25% increase in time efficiency.”

About Wardy IT Solutions

- 65 employees
- Information Technology
- Australia & USA
- www.wardyit.com

WARDY IT Solutions are Australia's leading SQL Server and Business Intelligence specialists. The company creates solutions that enable businesses to maximise returns on their investment in knowledge management. Through the extensive use of Business Intelligence, WARDY IT Solutions help their clients to realise the best possible dividend from their data assets.

WARDY IT Solutions have received numerous industry accolades, most notably the prestigious Microsoft Global Data Platform Partner of the Year in 2013. The organisation is recognised internationally for their innovative solutions, training skills and unwavering commitment to education and furthering the interests of the broader Microsoft SQL Server community. WARDY IT Solutions deliver:

- Project Delivery based on time and resources
- Consultation and Gap analysis
- SQL Server database design and programming
- Support services
- Managed Services and Business Intelligence Solutions
- Business Intelligence Consulting, including strategy, review, design and implementation of Business Intelligence Solutions

• **Future building and future proofing**

The WARDY IT Solutions data warehouse system design principle takes future growth into consideration and means that BGW Group can plan further ahead and with more accuracy. "Partnering with WARDY IT Solutions means we've developed a system that will allow for extensions and additional reporting packages," explained David Dean.

• **Data is more transparent and more available**

Valuable, meaningful data will be easily accessible for staff and departments across all the businesses, whereas previously it was siloed into areas such as financial departments.

• **A happier and more efficient workforce**

"One staff member used to spend a significant amount of time babysitting the old system – fixing, managing, re-running," recalled David Dean. "Now he doesn't have to worry. And this means he'll be able to focus on analytical reporting and building out the system for future proofing and productivity rather than wasting time on maintenance."

"Our business is made of up electrical and plumbing wholesalers. One of the primary focuses of the new data warehouse is to help our financial team access the data across wholesalers in real time with accurate up to date information, as well as the supplier spend analysis across these branches. The new warehouse system will allow us to make up to the minute strategic decisions about which suppliers we need to support and with complete ease."

- David Dean, Chief Information Officer, BGW Group

Words of advice from BGW Group

"Bite the bullet and do it," said David Dean. "Data is king. Having access and availability of data is paramount. The time is now."

He stressed the importance of partnering with a vendor who has the relevant skills, experience and expertise.

"You're likely to have a singular view of your data. This means you might not implement the right solution. That's why a partner is needed – you need to get the skillset, expertise and knowledge."

Future Directions

The data warehouse will roll out early 2019 and is part of a series of upgrades the BGW Group is making to help make data their best asset. WARDY IT Solutions will continue to play a key role with its [Virtual DBA service](#) to help support and maintain BGW Group's Business Intelligence platform and ongoing Data Analytic solutions directly into the new data warehouse.

"They have been very good – from the people who manage the account to the finances and the technical people doing the work. Everyone at WARDY IT Solutions is easy to work with, personable and honest. You can trust them to do what they say they will. It's a very positive experience working with the team at WARDY IT Solutions."

- David Dean, Chief Information Officer, BGW Group