

■ Hilti Reduces Load Time of Product Data by 95% to Drive Operational Efficiency and Empower Their Sales Model

Company:

Hilti

Industry:

Manufacturing

Region:

Europe

Solution:

Product MDM with In-Memory



Executive Summary

Hilti Corporation is a family-owned business with headquarters in Liechtenstein that provides a wide range of products and services to the global construction industry.

The company employs 30,000 workers and operates hundreds of Hilti Center Store locations throughout the world. Not only does the company research, develop and manufacture their own products, but they also directly sell goods and services through their own channels.

Hilti has been a Stibo Systems customer since 1999, first for a print catalog solution and then as one of the first adopters of the Master Data Management (MDM) platform.

Hilti's business has grown dramatically over the past two decades. And as their implementation and user base grew, the performance of their internal product portal started to weigh down under the volume of heavy use.

The solution was an update of their technical infrastructure, implementing the MDM in-memory database component to increase the overall performance of their mission critical product portal.

The result is a 95% load time reduction, which gives users access to the information they need, makes catalog exports fast, and searches nearly instantaneous.

The Business Impact

The upgrade of Hilti's MDM solution to include the in-memory database component has had an enormous impact on the operational efficiency, as well as the customer experiences as product portal load times were reduced by a factor of 20.

The most significant results of the MDM upgrade include:

- Reduced portal load time by 95%, to less than two seconds
- Decreased catalog export time from hours to minutes
- Users across the system report nearly instant search queries
- Improved customer satisfaction
- Operational efficiencies across the enterprise

Challenge

The company utilizes the MDM system to onboard, maintain, translate and publish product information for its 100,000 products, in more than 40 languages, to internal and external channels throughout 120 countries across the world.

Hilti uses MDM not only as the single source of truth supporting its online and print product catalogs, but also to fuel its web-based product portal with accurate product information for customers and internal users in various locations. However, as Hilti's business grew to more than 3,000 users, the performance of the product portal slowly began to lag, and user efficiency suffered.

Solution

The in-memory solution takes advantage of large amounts of application server memory to hold all data available in RAM and thus maximize data fetch speed. With in-memory there is no need for the system to access the database when reading. This dramatically decreases data retrieval times when performing, e.g., complex searches or exports.

This led to a dramatic increase in the overall performance of Hilti's mission critical product portal, as well as improvements in nearly every aspect of their MDM implementation.

Result

Hilti was soon to realize that to unlock the value of their data and leverage it for better business outcomes, they needed to transform their data management. Increasing volume of data is stretching the performance of businesses that depend on it to deliver superior customer and user experiences. For these companies, success depends on their ability to acquire, manage and share high-quality data fast.

MDM with in-memory is today a crucial part of Hilti's digital transformation process.



About Stibo Systems

Stibo Systems, the master data management company, is the trusted enabler of data transparency. Our solutions are the driving force behind forward-thinking companies around the world that have unlocked the strategic value of their master data. We empower them to improve the customer experience, drive innovation and growth and create an essential foundation for digital transformation. This gives them the transparency they require and desire – a single, accurate view of their master data – so they can make informed decisions and achieve goals of scale, scope and ambition. Stibo Systems is a privately held subsidiary of the Stibo A/S group, founded in 1794, and is headquartered in Aarhus, Denmark. More at stibosystems.com.