



# TEYS AUSTRALIA SPEEDS UP ANALYTICS WITH MIP



Teys Australia is an innovative Australian food business with home grown pride and global reach. Drawing on more than 70 years' experience in the beef industry, their team of over 4,700 focus their energy and expertise on delivering value to their communities, customers and consumers

As one of the leading beef processors and exporters in Australia, Teys are a proud partner to over 7,000 Aussie beef producers and some of the largest names in fresh food retailing in the country. Most recently, the business has grown to include an expanding range of meal solutions to meet changing market needs. In a joint venture with Cargill, Teys Australia has retained its strong founding family connections and it is this rich heritage that drives the future.

Teys Australia is a business committed to driving innovation and embracing digital technologies. Advanced automation is one part of this.

## CHALLENGES

- Load time on dashboards
- Customisation options
- Leverage presentation software

## OUTCOMES

- Data available at a much faster rate
- Successful self-service analytics program initiated
- Users upskilled

# BUSINESS CHALLENGES

Teys Australia's business intelligence journey is one of continuous improvement, in line with their approach to all aspects of their business. Its culture is already data-driven; a core pillar in its line of work where understanding the yield of a carcass drives its pricing, revenue and profit.

The company needs to be able to rapidly extract, aggregate and visualise data from a variety of sources to understand operational performance and make meaningful changes in real time. However, its presentation layer technology needed to be reviewed in order to meet its data ambitions.

"The problem we were facing was loading and processing speed," General Manager of Analytics, Neeraj Khurana says. "Dashboard load times were not optimal, and the user experience could be improved."

This was particularly noticeable for business analysts - Teys' super users - when they needed to drill into report data to locate critical information. Log time was clearly evident for users and internal customers within our business," Khurana says.

The reports also had limited customisation options. We needed to broaden access for all users with custom features to meet their needs and give them self-serve functionality.

MIP quickly understood our business problems and the gaps we were trying to fill. They are professional, responsive and supportive of delivering our business requirements."

**NEERAJ KHURANA, GM ANALYTICS, TEYS AUSTRALIA**



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# FINDING A SOLUTION

Teys assessed the options in the market and chose Tableau, due to its advanced functionality, its leadership position in Gartner's Magic Quadrant and its compatibility with data hosting options.

The company engaged MIP at the end of 2017 to create prototype visualisations in Tableau and liked what it saw. Teys and MIP then moved ahead with a full production deployment in March 2018.

MIP provided implementation support of Tableau as well as training in the use of the software.

"As part of the training, MIP consultants were not just covering the standard material - they were helping us solve real-world problems for our business. That gave us increased confidence working with Tableau and we are now applying that insight to our broader business."

# OUTCOMES

There are now over 300 users of Tableau-based reports each day.

In addition, a team of "super users" now exists to drive use and adoption across the business. The super users can self-service different data needs and have used this to produce over 1200 views of enterprise data in the first nine months. "The business has embraced the functionality exponentially to meet emerging business needs," Khurana says.

"We've used the Tableau implementation to clarify all of our business rules," Khurana says. "The advantage we're getting from that is that the super users and the business have clear visibility of how data is treated and what calculations are in place. They can now perform 'what-if' scenarios which supports business planning in a complex and dynamic sector."

**NEERAJ KHURANA, GM ANALYTICS, TEYS AUSTRALIA**

Khurana says that Teys Australia is still unlocking the possibilities presented by Tableau.

"Now with MIP, we are looking to bring in further external data sources and are seeing more and more value in using Tableau. We established Tableau as a critical reporting tool for our business and an important pillar in our data road map."

