

# MUELLER, INC.



**“WITH COGNOS WE WERE ABLE TO ANALYZE DATA IN WAYS WE COULD NEVER IMAGINE.”**

—MARK LACK, PLANNING AND FINANCIAL ANALYSIS MANAGER, MUELLER, INC

## **COGNOS PERFORMANCE APPLICATIONS, METRICS MANAGER, AND ENTERPRISE PLANNING RAISE THE ROOF AT MUELLER, INC.**

Mueller, Inc. is the industry leader in Steel Building and Metal Roofing solutions throughout the south central United States. With over 500 employees, Mueller, Inc. serves the Central and Southwest U.S. markets from 3 manufacturing/distribution locations and 22 retail outlets.

Mueller is a customer-focused company that values growth and the opportunities for advancement it generates. While maintaining a strong financial base, Mueller is committed to continuing its long-term growth rate of doubling in size every five years.

### **CHALLENGES FACED**

Under the executive guidance of Mueller President Bryan Davenport, Chief Financial Officer Philip Arp, and Planning and Financial Analysis Manager Mark Lack had spent several months developing and refining a true Balanced Scorecard. Together they had led the company in a process of identifying key performance indicators in the areas of finance, customer service, internal processes, and learning and growth. Their metrics dependencies were studied and process maps were created to reflect their leading and lagging characteristics.

After developing the metrics and gaining buy-in from key Mueller personnel, the next challenge they faced was extracting and disseminating the information in a timely yet cost-effective manner. A robust solution that could be implemented quickly was needed because the scorecard was critical to communicate Mueller's business strategy, and maintaining scorecard implementation momentum was crucial.

### **STRATEGY FOLLOWED**

In February 2004, Mueller chose to purchase the full suite of Cognos Performance Applications, which included modules for sales, accounts receivable, inventory, general ledger, production, procurement, and more. They also opted to purchase Cognos Metrics Manager and Cognos Enterprise Planning to further their scorecard and financial planning initiatives. Four months later, Mueller signed a consulting agreement with CD Group. CD Group's combined knowledge of Cognos Performance Applications and J.D. Edwards EnterpriseOne were key to being selected.

“Cognos Performance Applications delivers a rapid return on investment and significant business value for our customers,” says Larry Campbell, president, CD Group. “Cognos approaches performance applications in a way no other vendor does, providing a depth of pre-packaged technical and business content that is unprecedented.”

The first phase of the project was the implementation of the sales and GL modules. The combination of these two modules enabled better than expected analysis and access to the core metrics needed in the Balanced Scorecard.

Currently, Mueller is fine-tuning the sales and GL modules and automating the balanced scorecard using Metrics Manager. Later in 2005, Mueller will implement the production, inventory, and manufacturing modules.

## **BENEFITS REALIZED**

Mueller, Inc. has been very pleased with the speed and accuracy of their new platform. Cognos Performance Applications have enabled them to get information in 3 minutes rather than 3-4 days. They now have faster access to standard reports and the ability to conduct thorough project sales analysis. With Cognos software they are now have the tools to target market strategy, evaluate their success, and leverage best practices to create a single version of the truth across the company.

Through the partnership of Cognos, CD Group, and the client project team, Mueller is well on its way to becoming a state of the art implementation of corporate performance management tools and processes.

“By delivering Cognos Performance Applications, we are extending and complementing the J.D. Edwards solutions to help our mutual customers increase sales productivity, competitiveness, and customer satisfaction,” said Bill

DeSpain, executive director, CD Group. “J.D. Edwards ERP clients need better analysis and reporting tools, and we're pleased to have an approach that brings improvement so quickly and easily.”

## **ABOUT CD GROUP**

CD Group, Inc. is a national J.D. Edwards solution services company providing implementation, business consulting, and technical services. Besides J.D. Edwards implementation support, CD Group is a leader in business intelligence and e-commerce. Founded in 1992, this Atlanta-based company has provided exceptional service to the J.D. Edwards community, and as a result, has had an average annual growth rate of more than 50% over the last four years.

## **ABOUT COGNOS**

Cognos, the world leader in business intelligence and corporate performance management, delivers software and services that help companies drive, monitor and understand corporate performance. Cognos serves more than 23,000 customers in over 135 countries. Cognos enterprise business intelligence and performance management solutions and services are also available from more than 3,000 worldwide partners and resellers.

### *Geography:*

- US

### *Industry:*

- Retail

### *Information Needs:*

- Faster information and analysis
- More insight into sales, finance, inventory, purchasing, and more
- Better tools to support their Balanced Scorecard initiative

### *Platform:*

- J.D. Edwards EnterpriseOne
- MS SQL
- Other proprietary and transactional systems

### *Solution:*

- Cognos Performance Applications
- Cognos Metrics Manager
- Cognos Enterprise Planning

### *Benefits:*

- Information in minutes rather than days
- More thorough analysis
- Effective platform for Balanced Scorecard, planning, reporting, and corporate performance management



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