



NKK Switches Goes Real-Time with iDashboards

About the Company

NKK Switches of North America is a subsidiary of Japan-based Nihon Kaiheiki, a leader in the manufacturing of miniature and illuminated switches. The company specializes in the production of switches such as toggle and light switches, which are sold and shipped to customers around the globe. NKK's North American subsidiary has operated in Scottsdale, AZ since its establishment in 1981.

Business Drivers for Dashboards

NKK Switches has experienced a surge in demand for their products. However, they had no simple way to visually convey sales performance in meetings or to track goals. Prior to iDashboards, they had a reporting system in place, but it was limited in its capabilities and did not give us the complete picture of sales operations on demand. A dashboard solution was required to visually evaluate NKK's sales key performance indicators (KPIs) and to support timely decision making.

End Solution

As a result of the joint collaboration between the iDashboards Professional Services team and the NKK team, a dashboard solution was developed that met our requirements of delivering timely and accurate KPIs to the sales team. The KPIs included incoming customer orders, orders shipped, and monthly sales goals. They are now able to monitor sales operations through drill-downs by month, day, customer, order, and part to immediately examine sales and inventory on the fly, whether at sales meeting or for individual analysis. With the flexibility of iDashboards, individual team members are always aware of the most up-to-date sales information in comparison to their target goals.