



"With the ELO ECM Suite, we have introduced a central repository that is used by all company departments."

Daniela Castellazzi, IT manager,
Medit Srl

The silent revolution of business processes

Medit is a leader in the production of shading solutions for all working and living spaces. The company, which specializes in roller blind systems for indoors and outdoors, was established in 2011 based on the longstanding experience of Silent Gliss, a company founded by Carl Minder in 1952 in Switzerland.

The merger with Silent Gliss Italia created a young and dynamic company that had extremely sound knowledge of the industry. The product is constantly reviewed in order to offer new solutions: from new motor mechanisms to updated fabrics, always keeping in mind both technical aspects and visual appeal. With this spirit of innovation and the **ELO ECM Suite**, Medit has also decided to revolutionize its management of orders within the framework of complete supply contracts.



Digitally successful

AT THE  OF YOUR BUSINESS



At a glance

Country: Italy
Industry: Retail

Company

Medit was founded in 2011 based on a company that has been a leader in the market for over 70 years. With more than 70 employees, Medit focuses on the production of roller blind systems.

The challenge

Digitalization of order processing, integration of the order management system ACG Enterprise (followed by the integration of SAP Business One®), and mobile access to business-relevant data and information

The solution

- › **ELO ECM Suite** as a central repository for storing business documents
- › Digital order processing with **ELO workflows** and integration of the systems ACG Enterprise/ SAP Business One®
- › Mobile access with **ELO for Mobile Devices**

Benefits

- › Find documents quickly and easily
- › More efficient order process
- › Access to relevant information anytime and anywhere

Medit has its headquarters in Milan and a production site in Bologna. The systems it designs and manufactures are markers of precision and quality. With its products, the company has successfully positioned itself in the highest market segment. Medit therefore has a constantly growing volume of orders and purchase contracts that need to be managed quickly and efficiently. This is why Medit now processes all orders electronically with the **ELO ECM Suite**.

How a flash of inspiration became a silent revolution

Since the 1950s, Carl Minder's ingenious invention has given rise to a globally successful company that continues to impress its customers with innovative ideas, exceptional design, and first-class service. The first silent curtain tracks were followed by more innovations, including curved curtain tracks. Medit was also the first supplier on the market whose curtains could be operated electrically by a push button control. Today, Medit has more than 70 employees working on new ideas for privacy and sun protection.

Success thanks to innovative processes

The innovation of silence, which has enabled Medit to conquer the market for curtain systems, has also been reflected in its innovative business processes since 2019. Until this point, the company had been using different methods and a large number of systems for processing orders, with the result that information was not available to employees in a central system and the order process had become too complex due to the need to access several systems. The company therefore set out to find a centralized software solution for order management that could integrate with all existing systems.

A great combination: ELO Digital Office and Macro Group

The ECM experts at Macro Group were tasked with implementing the project. The Bologna-based ELO Business Partner provided Medit with comprehensive advice on the **ELO ECM Suite**: This included a detailed system analysis and planning and finally adopting the project management for the introduction of the ELO solution. Within just three months, the new digital order management system went live with **ELO ECM Suite** as a central repository integrating intelligent ELO workflows.



One-stop solution – ELO ECM Suite

Before ELO was introduced, Medit managed orders via different processes: Some were executed in IBM Notes, others in Microsoft Excel, and others in the ACG Enterprise management system. This meant that the same information had to be entered several times in different systems, a long and tedious process, not just in terms of the amount of manual work involved. Searching for information also took a lot of time and effort due to the different systems. And finally, there was no way to link different documents by means of unique links. The **ELO ECM Suite** now acts as a central management system into which all other systems are integrated. All order information is stored in ELO and is available to the relevant employees at any time on demand.

Digital order management for smooth processes

With the **ELO ECM Suite**, orders are managed digitally throughout their entire lifecycle: Documents generated in the ACG Enterprise management system (this includes supplier documents and invoices in XML format) are automatically captured in ELO. To retrieve the metadata required for linking documents, the **ELO ECM Suite** automatically accesses the management system. For example, the program adds information on the order number, the orders, or the related transport documents. ELO also generates the folder structures in which the various documents are stored. Finally, users can also easily store order documents within the predefined structures without having to enter any additional information. All links between documents related to the same order can be accessed at all times.

Mobile access to business-relevant information

Medit employees can file documents to ELO from a browser using the **ELO Web Client** as well as from a smartphone or

tablet when away from the office using the **ELO for Mobile Devices** app. In addition, the powerful **ELO iSearch** tool is integrated into the mobile applications, ensuring access to all business-relevant information from any location in seconds.





The silent revolution continues

"Thanks to the ELO ECM Suite, we now have a comprehensive overview of all information about an order, from the processing status to the retrieval of technical or administrative documents for the respective product."

Daniela Castellazzi, IT manager,
Medit Srl

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With the silent revolution of its business processes, Medit has taken an important step into the digital future. "The digitalization of documents and the integration with the existing management system have enabled us to make our internal processes faster and more efficient," sums up Daniela Castellazzi, who is responsible for the ELO project at Medit.

"In addition, Macro Group is a reliable partner who provides us with excellent support in all questions and issues relating to the **ELO ECM Suite**," Castellazzi continues. Having all business-relevant information stored in a central system gives the Milan-based company a major competitive advantage. It will be interesting to see what other projects Medit will implement with ELO Digital Office and Macro Group – the silent revolution continues.