

# MIELE

For several years, at Miele Italy, we had a difficult time in maintaining application and functional developments based on the Lotus platform updated. This led to the need to identify a more flexible and modern tool that would allow us to overcome these limits and to intervene with agility on our business processes.

While we had very competent internal resources, we needed to on the one hand - operate independently, and on the other be able to specifically count on specialized external interventions.

Through josh and thanks to the support of Systems and it Consult, we succeeded in reaching our objective to develop and manage our system with extreme efficiency and autonomy.



**Alois Hofer**  
IT Manager - Miele Italia



## it Consult for Miele

For Miele, it Consult has supplied josh, the software for the management and execution of business processes.

Immer Besser - that is Always better: with this motto Carl Miele and Reinhard Zinkann unmistakably set the direction for the development of the company. From its inception Miele Italy has contributed to the development of the Miele Group, consistently sharing and following the company's principles and values. One of the talents of Miele Italy is that of succeeding to adapt the German products, which have always been synonymous with quality and great reliability, to the needs of the Italian market, creating an ad hoc gamma that satisfies even the most demanding and sophisticated client. In fact, the Miele products last long, always work without problems and are always constructed using the best available technologies. The brand is constantly valorized through a coordinated action based on a profitable and strategic collaboration with distribution and increasingly more important initiatives which target the final client: it therefore aims to become the brand of reference with excellent, innovative products/services that provide the best results for the client, thus simplifying life.





*Total, real time updating of the processes, with integrated document management.*



## **THE NEED**

### **Surpass the limits of the Lotus system to obtain automated, easy to monitor work processes.**

To obtain, at full working speed, automated and governed work processes in a company without paper. Miele Italy set itself the goal of going beyond the limits set by the previously used, Lotus based system. The guidelines for identifying new technologies had determined several anchor points:

- standard technological platform, innovative and evolved, which would have become the basis for the management of all of the destructured information and business processes.
- to be able to govern, in full autonomy and with extreme flexibility, the processes and the document system.
- availability of a local partner (Systems, josh Gold Certified Partner) to guarantee rapid assistance and extremely qualified support.

In functional terms, the platform had to also guarantee:

- advanced document management, a powerful search engine for rapid, punctual access to the document base
- management of complex operative activities with the possibility of designing, updating, executing and real time monitoring of the relative processes
- integration with the Microsoft Office personal productivity suite and with the entire Microsoft infrastructure present in the company
- standard integration tools (web services) in order to guarantee interoperability with the ERP ACG-IBM (in future ERP SAP) system and with the company's pre-existing applications.

After an in depth analysis, Microsoft SharePoint and josh were chosen as the platform on which the strategic developments of the company would be based in years to come.



Software used:

**“**  
*The difference with respect to the functions in support of internal activities. previous system was immediately visible, thanks to the interoperability between the Microsoft and josh platforms.*



# THE SOLUTION

## **Take advantage of the different components of the Microsoft infrastructure, interweaving them with josh-powered BPM.**

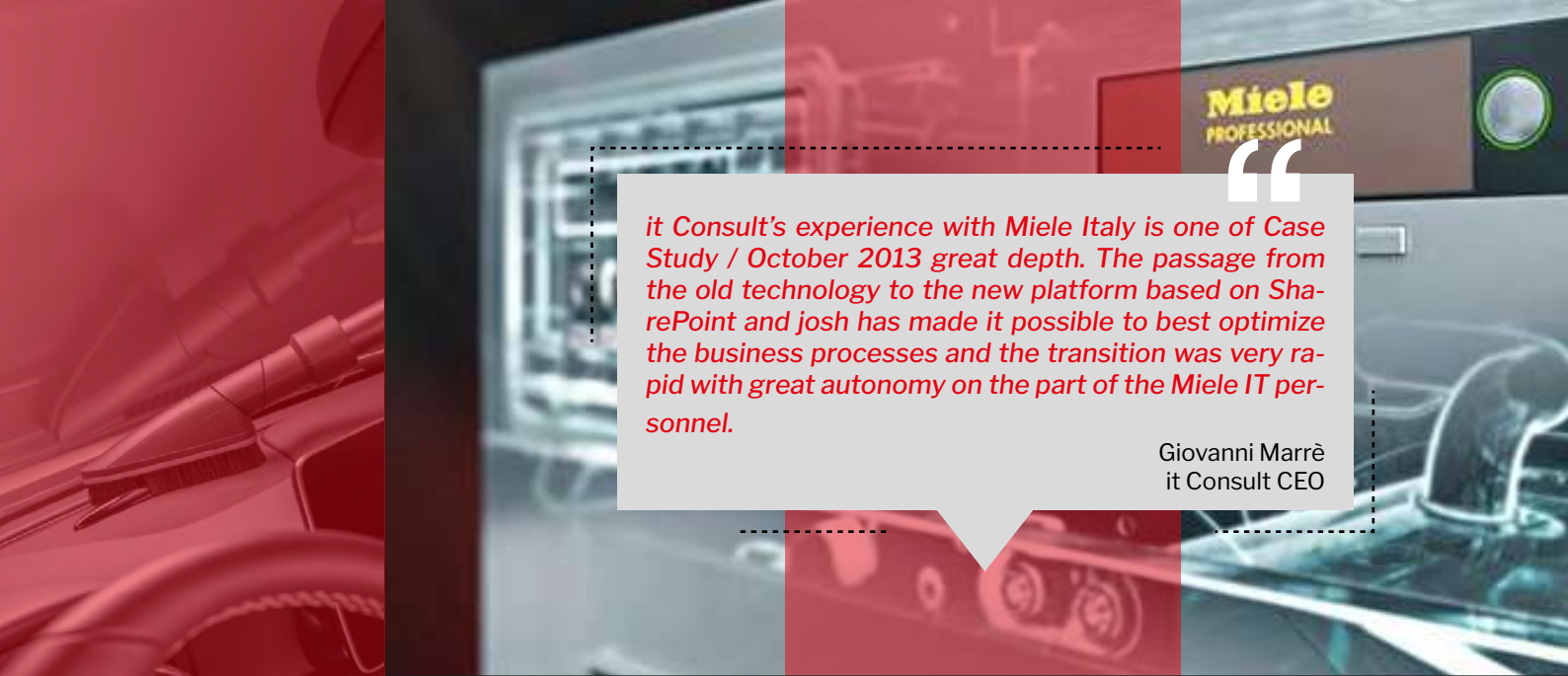
Through the use of the various components of the Microsoft components, from Windows Server to SQL Server, passing through SharePoint, the powerful Business Process and Workflow Management functions of josh for the design, process execution and monitoring were added and used.

In the first phase, the document system was restructured and optimized, migrating the preexisting data and reorganizing access to them through the portal. Immediately afterwards, the first operative processes were designed and fine tuned, namely:

- Assignment of Client Credits
- Activation of a new Technical Service Center
- Merchandise Consignment/Return management
- Replacement and Exchange management

These processes allowed carrying out on the job training for the Miele technicians who quickly became competent in fully using the features of josh, even to the point of the introduction - readily implemented by it Consult - of new and interesting functions to the standard platform. Once the first functions were in production, it was immediately possible to understand the difference with respect to what had been previously available. In particular, in addition to immediately guaranteeing that processes can be modified directly at the display level, it was also possible to activate real time monitoring and production of very useful statistics for the efficiency of the entire company.

Given the productivity and success obtained with the initial releases, Miele Italy is independently pursuing the development of other processes, continuously producing new functions in support of internal activities.



*it Consult's experience with Miele Italy is one of Case Study / October 2013 great depth. The passage from the old technology to the new platform based on SharePoint and josh has made it possible to best optimize the business processes and the transition was very rapid with great autonomy on the part of the Miele IT personnel.*

Giovanni Marrè  
it Consult CEO



## THE BENEFITS

### Document management integrated into a portal and a clear improvement in the efficiency of the work processes.

With josh, Miele Italy obtained the strategic, functional and operative results they had proposed to reach in the design phase applying the Organization Intelligence methodologies and philosophy.

- Document management accessible through portal
- simplicity in accessing the document sources thanks to the search system
- integration with the traditional work environment to minimize the impact on employees
- productivity and autonomy in process development and maintenance
- user/role/task management to adapt processes in real time to the company organization chart
- reports and statistics on data regarding the process instances{• improvement in the quality and efficiency of process execution

All of this with a profoundly developmental perspective in terms of maintaining old processes and developing new processes.

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