

VAY

For over 80 years, VAY S.p.A. has been a leading company in Italy and Europe for the production of curtains and fabrics for furniture: constantly evolving, also in the product, VAY is always looking for the most innovative fabrics, capable of combining beauty and functionality, quality and excellence. Founded in a land of ancient weavers, VAY is a company that is inspired by its history and simultaneously looks to the future, transforming the concept of fabric into something more: an art object, an emotional moment, a symbol of beauty. Today, approximately 70% of VAY's turnover comes from exports, mainly to the European market, but also USA and Asia.

it Consult for VAY

Thanks to **josh**, VAY has defined its business processes in a timely manner, making them more streamlined and efficient. Thanks to **josh Archive!**, it was also able to manage B2B Electronic Invoicing and Digital Replacement Storage in an integrated manner.



Since 1936 VAY manufactures, selects and offers the best fabrics for curtains and furnishings, exporting Italian quality and style all over the world and standing out for its attention to detail and innovation.

VAY S.p.a. Case Study



josh is first and foremost a guide and help for those who have to carry out the activities. It is an indispensable tool for knowing the progress of the process at all company levels, thus avoiding spending time in alignment meetings with low added value.

**Massimiliano Chiarappa,
Chief Operating Officer, Vay S.p.a.**



THE NEED

Monitor business processes and evaluate their performance.


The primary need expressed by VAY was to carefully manage and monitor the various business processes, being able to measure both correct execution and effectiveness. Until then, business processes were managed informally, through the use of e-mail, PowerPoint, Excel sheets, etc.

However, it was difficult to keep track of the status of the activities and frequent meetings between the people involved were necessary, causing great waste of time and resources; handling exceptions was also complex, precisely because of the lack of defined and punctual procedures.

Furthermore, other corporate instruments such as management and the Business Intelligence instrument were disconnected from each other, not facilitating the integration of data and their use for carrying out analyses.

The needs, at a glance:

1. **Monitor business processes** in an integrated way and without leaving the usual work environment.
2. **Significantly improve communication** and collaboration between the offices avoiding errors and misunderstandings (also caused by word of mouth).
3. **Manage processes at the level of individual activities** so that exceptions can be managed flexibly.
4. **Use a tool that could integrate well** with the other instruments already used by the company.
5. **Comply with the legislation relating to the obligation for private companies to use Electronic Invoicing**



Actually monitor business processes and manage them with a tool integrated with the rest of the company's systems.

THE SOLUTION

Complete integration of work processes with josh to create synchrony and efficiency.

The introduction of **josh** did not present particular problems if not the company's effort to formalise and sometimes review its processes.


Among the various processes implemented, one of the most important concerned the development of a new product which was emblematic of a situation in which the elements that contribute to development are multiple and difficult to keep together and manage in a coordinated way given the involvement of multiple areas and company figures (which lead to significant waste of time and resources).

Thanks to **josh** it was possible to develop all phases of the entire process from the collection of all starting information on the product idea to the assessment of interest in the idea that, if positive, would lead to the study of the investment and analysis of the expected commercial profit. The various people involved are called into question at the right time and the documentation produced and modified during the work is automatically updated and archived on Microsoft SharePoint.

The solution, at a glance

1. **josh**, to bring tangible savings and efficiency to business processes
2. **josh Archive!** for Document Archiving, B2B electronic invoicing and Digital Preservation in accordance with the law

josh was extended to many other practical and strategic processes: management of customer and supplier returns, purchase authorization and management of non-compliance of supplies, quality control and renewal of certifications relating to raw materials and the **management of B2B Electronic Invoicing** and digital storage of invoices. After the positive experience with **josh**, VAY also decided to introduce **josh Archive!**, thus starting to automate the document archiving process as well. The adoption of the new legislation was an opportunity for VAY to complete its digitalization process, also extending it to the invoicing process, rationalizing it and extending the benefits also to document management (tax and other).



josh made it possible to eliminate the waste of time and resources in work processes. josh Archive! made the management of Electronic Invoicing and the Filing of document efficient.


THE BENEFITS

Speed up daily work, avoiding continuous meetings and constantly monitoring the progress.

By using **josh** and **josh Archive!**, VAY obtained significant benefits such as:

- Organisation and effectiveness in carrying out the activities;
- Reduction of waste and errors and easy identification of bottlenecks;
- Controlling work flows through real-time monitoring of activities and the possibility of analysing the ex-post results;
- Rigorously and flexibly manage exceptions that arise in day to day work;
- Immediate and easy consultation and sharing of all the documentation produced during the process;
- Corporate processes were made more effective and simpler;
- The integration with Business Intelligence instruments provided a complete and prompt framework of activities, which was useful for top-level management;
- Integrated management of B2B Electronic Invoicing, both for issued and received invoices, through the use of josh B2B;
- Improvement in the management and use of documents;
- Replacement digital preservation compliant with the legislation, which also allowed to save physical space and guarantee greater security;

In summary, for VAY **josh** has quickly become a valuable guide and help for those who must perform the activities, as well as an indispensable instrument for the real-time monitoring of the progress of the activities and their correct execution, without having to resort to continuous meetings and being able to flexibly manage the typical exceptions that can occur in the day to day work.



We helped VAY not only improve some critical processes, but to start a real digital transformation of the company which involved electronic invoicing and document archiving.

Giovanni Marrè
it Consult CEO