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| Microsoft Office System  Customer Solution Case Study |
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|  | C:\Users\v-dorho.000\Desktop\Notes Compete\Euromobil\euromobil.jpg |  | Office HeaderItalian Manufacturer Abandons OpenOffice.org For Improved Productivity And Workflows |
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| Overview  **Country or Region:** Italy  **Industry:** Furniture Manufacturing  Customer Profile  Three furniture manufacturers – Euromobil, Zalf, and Désirée – make up the Euromobil Group based in Treviso, Italy. The group generates annual revenues of €70 million (US$104 million).  Business Situation  The fast-growing Euromobil Group found the OpenOffice.org platform inefficient and hard to manage, and wanted an IT system capable of handling information sharing across large groups.  Solution  Euromobil Group abandoned the unreliable OpenOffice.org platform and deployed Microsoft® Office 2007, Microsoft Office InfoPath® 2007, and Microsoft SharePoint® Services 3.0.  Benefits   * Enhanced Productivity * Enhanced Collaboration * Enterprise Resource Planning (ERP) Ready |  |  | “The lack of centralized management tools in an open source environment created continuous difficulties in updating applications.”  Tiziano Battilana, Information Systems Coordinator, Euromobil Group |
|  |  |  | Italian furniture designer and manufacturer Euromobil Group started in 1972 as Euromobil, a firm that specialized in home furnishings. The addition of Zalf and Désirée to the company allowed the new and bigger Euromobil Group to extend its product offerings and enter new markets. The growing multi-million dollar company suffered integration woes on the OpenOffice.org platform, which was also difficult to manage and update. Euromobil Group turned to Microsoft® Office and SharePoint® to provide an infrastructure that improved automation and collaboration. |
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| “Our users’ familiarity with the Microsoft Office interface and the uniformity of different application tools have minimized calls to the help desk...”  Tiziano Battilana, Information Systems Coordinator, Euromobil Group |

Situation

**Open Source Limitations**

As three companies rolled into one, Euromobil Group wanted a more robust IT system to keep up with its growing needs, especially around managing flows of information and processes between its separate groups.

The company found it difficult to update application software and integrate tools and data flows on the OpenOffice.org platform.

“The lack of centralized management tools in an open source environment created continuous difficulties in updating applications,” said Tiziano Battilana, Information Systems Coordinator, Euromobil Group.

“We decided to abandon this technology in order to establish a single platform for office automation, communication and collaboration, capable of supporting automated procedures and of integrating data flows and tools in a new portal shared by all users within the group.”

In addition, the lack of proper editing capabilities for spreadsheets and word processing applications in an open source environment caused problems in internal and external communication.

Employees at the three production sites were wasting time trying to open and edit documents effectively.

With OpenOffice.org failing to meet its needs, Euromobil Group looked for a solution that not only addressed its integration woes, but that could also automate its complaints management process, a key workflow at the furniture manufacturer.

Solution

**A Smooth Migration**

The company called on Microsoft Gold Certified Partner Teorema Engineering to help with the migration.

Teorema Engineering prepared a comprehensive plan that included migrations of software applications and technological support platforms for functions shared on the company’s intranet.

The team at Teorema Engineering deployed Microsoft Office System 2007 on all workstations, and organized a user training course to teach employees about new capabilities such as contact management, calendaring, and other tools that were not available on the legacy open source applications.

**New And Improved Workflow**

In addition, a new intranet portal was developed on Microsoft SharePoint to help support Euromobil Group’s collaborative work such as the Complaints Management Service, a process to manage customer complaints.

The new tool featured an automated workflow that clearly defined rules and responsibilities for the approval of documents.

The form, developed using Microsoft Office InfoPath 2007 tools, had a user interface that seamlessly integrated with the newly deployed messaging and collaboration infrastructure at the company.

“This migration provides the basis for the introduction of new applications that favor collaboration between users, thanks to a portal whose contents and services are easily manageable and updatable,” said Battilana.

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| “The adoption of market standards for office automation and of Microsoft SharePoint technology…is an advantage to our users that can also be easily extended to different suppliers.”  Tiziano Battilana, Information Systems Coordinator, Euromobil Group |

“Our users’ familiarity with the Microsoft Office interface and the uniformity of different application tools have minimized calls to the help desk, while development tools for shared functions allow us to plan a rapid evolution of the services shared between the group’s business units.”

The new workflow was intuitive and seamless, allowing the Quality Management Coordinator to easily identify the customer, product, and reason for complaint so the complaint could be effectively forwarded to the correct departments.

In this new workflow, forms with these details were flagged in the Quality Management Coordinator’s mailbox.

The coordinator was then able to choose the correct corporate department to forward the complaint to. Later, a production coordinator could enter information about the resolution of the complaint and notify the customer of any action taken.

All stakeholders were clearly identified and the complaint was tracked and documented through its entire process.

Benefits

**Enhanced Productivity and Collaboration**

Employees’ productivity and collaboration improved after the deployment of Microsoft Office and SharePoint.

Implementing Microsoft’s uniform and user-friendly technology was a boon to employees, who were now able to work effectively without calling the help desk, thus reducing help desk costs.

In addition, automatic software updating made IT management a breeze.

The help desk no longer wasted time dealing with incidental operating problems as it used to do on the OpenOffice.org platform, but could now focus its resources on improving and managing more complex workflows.

“Technical assistance times to users have been greatly reduced, while the automatic features of Windows Update Services for application installation and update allow us to further reduce time spent on low value tasks in a context where the integration of group information has led to an increase in systems complexity,” said Battilana.

**Enterprise Resource Planning Ready**

Compared to OpenOffice.org, the new Microsoft platform is ERP ready, capable of providing a collaborative environment for medium-sized and industrial businesses to utilize for specific needs.

In this case, the interface between Office and SharePoint allowed for the easy integration of ERP processes at Euromobil Group.

Battilana said, “On the workflow management front, our initial experience with Microsoft Windows SharePoint Services 3.0 has shown how the integration of a management process can take place with the development of an intranet environment, thanks to simple tools that are already included in the server’s operating system package.”

The firm’s new intranet serves as a key central element for the three Euromobil Group companies, and can be used to share applications and improve business processes between the groups.

Battilana said, “I believe the adoption of market standards for office automation and of Microsoft SharePoint technology for our collaborative infrastructure is the starting point for integrating our application services, an advantage to our users that can also be easily extended to different suppliers, thus improving the flow of information and our business relationships without other companies having to make new investments in technology.”

Microsoft Office System

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| Software and Services   * Microsoft Office * Microsoft Office Standard 2007 * Microsoft Office InfoPath 2007 * Microsoft SharePoint Services 3.0 | Partners   * Teorema Engineering |

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