Milano automates processes and improves its document management with SoftExpert solution

Milano is a logistics operator for dry loads, cold chain and document management and storage. The company specializes in integrated logistics projects for the public and private sectors.

**CHALLENGE**

According to Mayara Arantes, process analyst at Milano, the operation had many parallel controls, which led to document management failures. In addition, there were many problems with process tracking, which resulted in loss of records.

**SOLUTION**

To meet this challenge, Milano implemented Document, Form, Problem, Workflow, Performance, Process, Action Plan, Request, Analytics and Risk modules from SoftExpert Excellence Suite, a platform for management excellence, process improvement and regulatory compliance, composed of 38 integrated modules.
THE RESULTS

According to Mayara Arantes, process analyst at Milano, the company was able to automate processes and improves its document management using SoftExpert Suite.

The solution also has improved the monitoring activities with online document consulting. Internal and external auditing procedures have become clearer, with control of document revisions and control of copies. Moreover, the consumption of paper has decreased considerably.

SoftExpert Suite also assists the company in the maintenance of ISO 9001 and ISO 14001 certifications.

“Using SoftExpert Suite, we were able to automate processes and, today, we have improved monitoring activities with online document consulting. Internal and external auditing procedures have become clearer, with control of document revisions and control of copies. Moreover, our consumption of paper has decreased considerably.

Mayara Arantes, process analyst at Milano

ABOUT SOFTEXPERT

SoftExpert is a market leader in solutions for management excellence, providing software and services for improvement in business processes, regulatory compliance and corporate governance.

Founded in 1995, SoftExpert currently has more than 2,000 customers and 300,000 users worldwide. SoftExpert solutions are used by corporations of all sizes and in all kinds of industries, including manufacturing, government, pharmaceutical, hospitals and labs, financial services, high-tech and IT, education, energy and public utilities, logistics, retail, services and many others.

Along with its network of national and international partners, SoftExpert provides implementation, training, hosting, validation, support and technical assistance services to ensure that customers always get the maximum return on their investments.

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