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How **MOVYON** is scaling its operations and productivity with the power of **Qntrl**

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MOVYON is a leader in the development and integration of intelligent transport system solutions and a center of excellence for research and innovation at Autostrade per l'Italia. With operations in Italy and abroad, the company specializes in tolling, transport systems solutions, infrastructure, and safety and traffic management services. The business collaborates with universities, research centers, incubators, and startups, leveraging open innovation and co-creation.

The challenges

MOVYON lacked a central process management tool to keep track of its warehouse operations. Requests were tracked using a system of shared mailboxes and phone calls. One of their biggest problems with relying on emails and calls for tracking work was a lack of visibility into their processes.

"Relying on shared mailboxes and phone calls led to miscommunication and a lack of context at times". Barbara Parlapiano, Warehouse Manager, said. "You might get an email or a call regarding something important, but that information wasn't stored in any meaningful way."

With no clarity as to who was handling what, accountability got sloppy and things started falling through the cracks. MOVYON needed clear statuses for their various purchases and customer orders, and the logistics and procurement offices were constantly being interrupted with notifications asking for updates. This dragged out execution and frustrated staff.

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The checklist

The company decided they required a central process control base from which to upgrade their communication and deliveries. They sought out an intuitive platform to help leadership and employees communicate efficiently and effectively. They knew they needed the ability to manage multiple processes across warehouses for bettercollaboration and accountability, and a process automation tool was precisely the right piece of technology for the job.

The processes

MOVYON has four warehouses spread across different cities, and there are five fundamental processes taking place on a daily basis.

Incoming

Their warehouses receive lots of equipment, like cameras, servers, onboard units, and antennas. Employees in the testing laboratory then cross-check the items that are received from the suppliers to ensure that they're the right product, in the proper quantity, and in good condition as defined by the purchasing contracts. After verification, administrative personnel register the goods in their ERP software. Lastly, the goods are stocked by warehouse workers.

Transfers between business units

Sometimes stocked goods need additional software that has to be developed, or the goods might require testing for research purposes. Software development and testing takes place in business units like the Technical Office or the R&D department. The goods are transferred from the warehouse to these designated business units.

External transfers

The warehouses also serve as logistics hubs that receive components from one or more suppliers and ship them to another set of suppliers, who then use these components to produce a final good, as per MOVYON's technical specifications. The goods are then shipped back to the warehouses in their completed state.

Transfers between warehouses

Each warehouse stores different goods. Sometimes, though, a combination of goods might have to be delivered to a single customer in one delivery. In this case, the goods are transferred between warehouses.

Deliveries

The logistics coordinator and warehouse manager of each warehouse must keep track of orders, deadlines, and the current state of each request, in order to ensure smooth deliveries.

The solution

After comparing Qntrl with other systems, the team found that its ease of use, centralized information repository, and high degree of personalization suited their needs perfectly.

"We had to make sure we selected software that could help us roll out complex processes quickly, but was easy for our teams to use, with little to no onboarding assistance required," Tommaso Gabellini, Administrative Supervisor, said. "After selecting Qntrl as our process automation tool, we built our first process in a few hours, without the help of our IT division. We were amazed by how customizable and flexible the tool is."

The team at MOVYON started out by mapping out all their processes one at a time. They were then able to set up each process in just a few hours. This helped shrink the overall development cycle, and accelerated deployment. Taking advantage of the simple drag-and-drop interface of the workflow builder in Qntrl, the team set up multiple versions for each process, and focused their time and energy on validating all possible outcomes to finalize the most efficient version of every process.

According to their team, the ability to switch between multiple versions of a process without losing any data was a huge plus during configuration.

After deploying the processes, the management onboarded employees of the logistics and procurement departments, restricting who had access to what as to ensure total data security.

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"Qntrl really helped us bridge the gap by not only acting as a process orchestration platform, but also keeping all contextual information in one place and notifying us when something important happened," Andrea Mastronardi, Logistics Director, said.

The results

✓ Orchestrating their routine warehouse processes using Qntrl helped MOVYON **reduce the number of emails and phone calls by more than 90 percent.**

✓ With an accurate snapshot of what's going on at all times, bottlenecks are a thing of the past, as there's no longer a need to constantly update one another.

✓ Collaboration is now smoother than ever, as the team can maintain contextual information on a single dashboard, saving them time and effort.

✓ Automating their processes has cut back on human error by totally eliminating guesswork, so the team can devote more time to value-adding tasks.

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Regardless of your industry or the type of department you work in, Qntrl can help you design, build, and scale automated workflows to meet your unique business needs.

We'd love to talk! Reach out to us:

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