

## case history



**L'ERBOLARIO**



client

**L'Erborario S.r.l.**

commodity sector

**Cosmetics**

number of employees

**160**

website

**[www.erbolario.com](http://www.erbolario.com)**

Zucchetti solutions in use:

**> Mago.net Professional Edition**

## **With Mago.net, success is natural for l'Erborario**

L'Erborario was founded in Lodi in 1978 thanks to Franco Bergamaschi and Daniela Villa's passion for herbs and the "plant" world. The company now offers 600 special products created for facial, body and hair beauty, in addition to sun protection products and skincare products for men and children. L'Erborario products are safe, effective phytocosmetics that are all formulated with full respect for Nature and Man.

## case history

### Client's requirements

L'Erbolario needs are priority, especially in the orders and production field. Its particular reality imposes the management of a huge amount of data and L'Erbolario needed a totally computerized management of customer orders. As the latter are entered directly by the sales force, the process must be extremely reliable: it must be possible to manage customer orders via a flow of information that is secure and monitorable. For this reason, L'Erbolario needed to change from the previous paper print system of all orders and the paper forms used for picking. For order picking too, the company needed to move to an automated management system: the approximately 500 transport documents created daily on paper were an enormous problem in terms of resources and storage. L'Erbolario manages 4 internal production departments: production is therefore one of the most important company sectors, which has expanded in the last three years. For this reason, production needs are particularly complex and must be handled rationally. This is even more the case as L'Erbolario abides by GMP obligations; the alcohol batch produced also requires specific solution.

### Accomplished Project

L'Erbolario adopted the Zucchetti Mago.net management software, which, thanks also to support from Micron (Partner Zucchetti), allowed the changeover to a rational, monitorable information flow in all of the company's crucial sectors. With regard to orders, the information flow regarding progress can now be followed and managed in real time from any area of the company that is involved. Thanks to Mago.net, the Zucchetti management software developed in .net technology and to the orders dashboard custom made for L'Erbolario, all the departments can regularly monitor and learn the stage that the orders are at, following their progress. All this takes place without having to print anything off. The orders flow then moves on to logistics, that in turn generates the order progress (start of picking, end of picking, etc). Once the logistics flow of the order has been completed, when the last parcel leaves the picking line, a whole range of data is fully available to Magic Link, the Mago-net form that generates the delivery note and all the other sales and information documents (notes, packing list etc) automatically and precisely, thanks to its ability to use all the management resources via Web Services. Thanks to Mago.net, L'Erbolario has changed over from all-paper management to a fully automated order management system. Production is also an area where the Zucchetti

management software is incisive, thanks to the introduction of custom-made production dashboards, created inside the company. The flexibility of EasyBuilder (the form used to create rapid, accurate custom-made products) has allowed about 200 detailed fields regarding company needs to be added autonomously. By adopting Zucchetti's Mago.net, each phase can now be managed precisely, specifically and autonomously using custom-made solutions according to L'Erbolario's production needs that are extremely specific with multi-faceted aspects. Micron, Zucchetti's partner, has intervened to make a number of functional changes to production and customer order management, for the advanced personalization required using Mago.net's TaskBuilder and for accounts and administration management.

### Why Zucchetti?

*Andrea Trivellato*

*Management Software Manager at L'Erbolario*

Thanks to Zucchetti's Mago.net, its flexibility and its customization by Micron, Zucchetti's partner who has allowed us to customize it internally, we have changed from paper-based management (entire pallets of paper!) to a fully automatic order completion system.

The Magic Link tool generates the delivery notes, packing lists, notes and other documents automatically, limiting the risk of errors: an operational streamlining procedure that brings about saving of energy and resources that would otherwise be impossible to imagine, given the enormous value of data that we manage each day. The advantages of using the software are linked with flexibility, productivity and easiness of use of the ERP, together with the possibility of producing high quality reports. We have the possibility of creating efficient, targeted tools in a rapid, reliable manner thanks to its reports. For example, we manage all customs declarations problems regarding the alcohol, hydrate, etc percentages (proof rates): everything is generated automatically. L'Erbolario has obtained DNV certification (regarding eco-sustainability), which provides for the declaration of the amounts of materials placed on the market: this enormous amount of data is extracted simply and automatically from the CONAI form registers. We can also create interfaces that can be used to constantly exchange every type of data with our 150+ franchise shops. Micron is actively involved by the company in everything that pertains to advanced customizations of Mago.net using TaskBuilder and for ERP support in accounts and administration: a noteworthy added value that supports



via Solferino, 1 - 26900 Lodi - ITALY  
Phone +39 0371 594.2444 - Fax +39 0371 594.2520  
e-mail: [info@zucchetti.com](mailto:info@zucchetti.com)  
[www.zucchetti.com](http://www.zucchetti.com)