

# ELO Customer Reference

La Mie Câline

la mie  
CÂLINE

ATELIER «PAINS & RESTAURATION»



## Tradition meets automation



*"ELO saves us a significant amount of time in our accounting processes. The employees in accounts as well as those who approve invoices are extremely happy."*

Elisabeth Lainé, accountant

Customers have been enjoying the range of La Mie Câline breads and pastries for over thirty years. In recent years, the company has made remarkable progress. More than 2,000 employees currently work in the bakery and catering arm of the business. With 208 bakery chains and 40 million customers a year, the company has many tasks to focus on, including having to process vast amounts of data. This was a challenge that ELO gladly accepted.

The new EDP system needed to meet a wide range of requirements, the main objective initially being to spend less time on recurring tasks. For example, the company didn't have a paperless invoice approval process. The invoices were simply copied and printed out, which made it difficult to view the processing status. Another criteria was that the company wanted to digitize all accompanying documents sent by e-mail during the approval process (e.g. downtime). Thanks to ELO, employees that need to approve invoices can see them in the system.



# The solution

Practical benefits



## Facts

Country: France  
Industry: Food industry

## Company

Established in Vendée in 1985, the family-run business La Mie Câline specializes in the sale of traditional baked goods. Today, the company has over 2,000 employees in more than 200 stores.

## Challenge

Switchover from manual invoice approval to digitization of e-mail attachments

## Solution

Rollout of the ELO digital invoice processing solution

## Benefits

- Simple and transparent in voice approval processes
- Considerably less time spent on accounting processes
- Users can view the documents they need to
- Seamlessly integrates with the existing information system

First, there were some difficulties to overcome. The company directors wanted ELO to integrate with the existing IT landscape, particularly with the accounting software. The workflows also needed to be able to recognize the differences between invoices for external expenses and invoices for trading accounts. Last but not least, changing the workflows and implementing new software would require the support of a competent, experienced partner such as Mercuria.

What made you choose ELO? "ELO is a sophisticated product with an intuitive user interface that requires little training. The users took to it instantly," explained accountant Elisabeth Lainé. The company was supported by Mercuria, ELO's integration partner, whose know-how and customer focus contributed to the overwhelming success of the project.

ELO met all La Mie Câline's requirements. The main objective of the project was to digitize all paper purchase invoices. Another goal was to streamline the approval workflows. It was not unusual for paper documents such as invoices to go missing. This is no longer the case. Another benefit is that users can view the documents in an instant. The result: transparent processes and traceability.

## Streamlined workflows

Since the integration of the ELO software, the accounts department has been able to file paper invoices in a digital format. ELO automatically recognizes the main fields of each invoice (e.g. supplier name, date, amount, etc.) and enters the data to the system.

The approval workflow is started automatically. The first step is to post the invoices. These are subsequently transferred to the web interface of the employee responsible for approving the invoice. Once approved, the



invoice is forwarded to accounts for payment. The data are automatically exported to the accounting software. More than 50 employees work with ELO. Some only have read access, while others actively use the **ELO Web Client** or **ELO Java Client**.

ELO has the significant advantage that it is a simple and extremely adaptable solution that integrates easily with existing IT environments. Efficient workflows eliminate the risk of manual errors and reduce the amount of time spent on searches. Digitization, integration, approval processes, and invoice tracking all work fluidly. The solutions save the accounts department a great amount of time.

The employees responsible for approving invoices are also happy. The different teams in franchise and commercial areas such as maintenance, auditing, and purchasing greatly appreciate the new application. Tasks such as approval, forwarding and returns can be completed in no time at all.

## **A partnership of equals**

Mercuria was a competent partner in all aspects of implementing a solution that perfectly met the customer's requirements, at no time underestimating the amount of work that would be involved. As a system integrator, Mercuria did an excellent job during the project management phase. Since it was

a project that affected the whole company, multiple departments were involved over a period of several months.

This is why it was important to have excellent organization and stick to the project timelines, such as drawing up the specifications with the specialist teams or forwarding the requirements analysis to the partner.

During the follow-up phase, numerous questions were raised, such as the definition of deadlines, the feasibility of ideas, the impact on the existing organizational structure, changes to the tasks of specific employees, existing methods and, above all, the integration of certain requirements from receipt of an invoice to approval. "Mercuria provided the best possible support, especially during the analysis phase and while implementing necessary modifications. The project lasted six months and was gradually rolled out in the various departments. Excellent work!", stresses Elisabeth Lainé.

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## Outlook

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Elisabeth Lainé, accountant

In future, La Mie Câline wants to deploy ELO in new lines of business as well as in the legal and HR departments. ELO will be used in the legal department to digitize franchise files and manage them in a central system. In the HR department, it will mainly be used for employment contracts, CVs, leaves of absence, trainings, ...)

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