



“Doxis 231 provided the perfect solution to manage compliance issues in an innovative way.”

Ilaria Patri, Head of Group Legal Compliance & Internal Audit, Member of the 231 supervisory body



CASE STUDY

Company	Italcer S.P.A.
Topic	Legal, compliance and auditing
Industry	Ceramic tile manufacturing and resale
Employees	Approx. 1,100
Headquarters	Rubiera, Italy
Integration	Doxis 231
Project Scope	Italy

Challenges

- Italcer needed an efficient organizational model to help them comply more easily with Italian Legislative Decree 231/2001
- A lack of an information management solution made audits, risk management and compliance difficult for employees in the rapidly growing company

Objectives

- Launch a 231 organizational model that always reflects the most up-to-date information status, improves compliance, and lowers risk
- Create a content repository that connects everyone across the business with controlled, intercompany content workflows

Solutions

- A document management system for all employees that both fulfills decree 231/2001 and improves content collaboration company-wide
- Improved workflow and task management through calendars, deadlines and control mechanisms

A compliance success story

Italcer Group was founded in 2017 with the mission of creating a luxury corporate group in the ceramic tile sector, producing high quality outdoor and indoor ceramic products for customers across Italy and Europe.

Italcer has experienced rapid growth since its founding. Yet the it faced new challenges in compliance and risk issues with the enactment of Italian Legislative Decree 231/2001, which regulates the administrative liability of legal entities to ensure the fairness and transparency of business activities.

The solution - Doxis 231

With **Doxis 231**, Italcer found the perfect solution. It provides audit, risk and compliance management-as-a-service to effectively monitor the principles, instruments and conduct related to its organizational model.

With Doxis 231 in place, Italcer is more effectively able to manage the 231/2001 decree, because it empowers them to regularly update the organizational model and demonstrably prevent risks like fraud or other crimes.

Doxis 231 also drastically improves content collaboration and workflows across the business.

Why Italcer chose SER

- The ability to always have an updated 231 model is essential for compliance and risk management, something only this solution offered
- System can be rolled out to subsidiaries and is scalable

Implementation steps

- Analysis of the standard tool
- Customization according to Italcer Group needs
- Fine-tuning and implementation of new functionalities according to internal needs

Benefits

- Complete control over workflows and compliance procedures with transparent audit trails, which enhance security and mitigate risk
- Insights from company data available at any point in time to improve decision-making and reporting
- An organized content repository to store high document volumes for specific risk areas, saving considerable time and increasing accountability
- Faster, easier content collaboration thanks to features like automated reminders and emails relating to tasks

DOXIS

Doxis solutions used by Italcer

Content Services

- Document Management
- Workflow Automation
- Intelligent Archiving
- Information Governance
- Audit, Risk Management & Compliance

Content Automation

- Classification & Extraction
- Deadlines & Notifications

Business Solutions

- Human Resources
- Doxis 231