



## Mettler Toledo in the global workflow

**For years, individual business units at the Mettler Toledo Group have been developing globally used custom solutions based on Axon Ivy. The high level of flexibility offered by the software used is a decisive advantage.**

Precision is paramount at Mettler Toledo. The manufacturer of precision and laboratory instruments – primarily high-precision weighing systems – is a Swiss-based, globally active corporate group. Goods produced in the USA, Germany, Great Britain, China and Switzerland are exported to over 100 countries.

With sales of almost 2.7 billion US dollars and 15,400 employees worldwide, Mettler Toledo is among the top 100 companies in Switzerland. With this in mind, the software used for business process management must meet certain standards – it should be reliable, secure and be able to be used globally.

### Custom solutions for Mettler Toledo

In 2004, Mettler Toledo (Switzerland) LLC. introduced a HRM solution from the Axon Group in its HR department. With its Human Capital Management (HCM) solution, the company already has access to the workflow engine from Axon Ivy, which has since been used to automate the process for employees joining and leaving the company in Switzerland.

## SUCCESS STORY

***“Globally, there is an increasing demand to work with open standards. Those who know how to implement such trends will remain competitive worldwide.”***

Workflow developer/project manager of the „Custom Solutions“ department



The **Mettler Toledo** Group is based in Columbus, Ohio and has its operational headquarters in Greifensee, Switzerland. The company is the world's largest manufacturer of weighing systems. The range includes analytical instruments, systems for automated drug research and drug development, process analysis instruments, and control systems for the packaging, food and pharmaceutical industries, which are available in over 100 countries.

### Project goals

- Globally applicable in 180 countries
- Powerful, scalable, and secure software platform
- Added efficiency and standardization of processes

Subsequently, Mettler Toledo decided to automate certain business processes in individual units with the Axon Ivy platform.

Since then, the digitalization platform with low-code support has been one of the company's strategically implemented workflow engines and is used for in-house software developments that are available to users worldwide. Complex processes become fast, lean and efficient through process automation.

### Specific solutions thanks to scalability

The workflow developer and project manager from the Custom Solutions department explains the advantages: "We develop specific solutions for our in-house customers. These can be web technologies, client-server applications or workflows. With Axon Ivy, we have a powerful platform on which different application types can be built."

Scalability and low-code support make it possible to quickly implement both simple processes and complex applications. Since the implementation, the Custom Solutions development team at Mettler Toledo has developed various applications based on Axon Ivy.

### Up to 12 areas involved in the process

The New Component Introduction (NCI) process required the implementation of a complex workflow: "Around 12 company areas are involved in the introduction of new components," says the project manager responsible. "These range from science, finance and buyers to technical personnel and data stewards, all the way through to CAD."

A web portal was created based on Axon Ivy, where the developers from Mettler Toledo can initiate the introduction process for electronic components.

### Change-friendly workflows

As the workflow specialist explains, more and more areas of the company were integrated over time until the process covered everything. A major advantage is the ease of change: "Different process models and versions can be active at the same time."

If a process is deployed, the new workflow starts with the new process model, while existing processes continue to run with the previous workflows.



### Voice commands in Chinese

For a large global company like Mettler Toledo, the global usability of a software solution is absolutely essential for its use. Teams in China and Switzerland thus work with Service Order Request (SOR), another web-based application. Voice commands supported by Axon Ivy are used every day around the world, including in Chinese.

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