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*“Our staff was able to get up to speed on M-Files very quickly, it’s easy to learn and easy to use. We only needed two days of training and some phone support to get M-Files deployed and our employees trained.”*

**-Christophe Winckler**  
President and CEO,  
Lessonia

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## Success Story

# Cosmetic Products Manufacturer Finds Attractive Solution to Document Management

## *France-based Lessonia Utilizes M-Files to More Effectively Manage GMP Documentation*

Lessonia is a manufacturer of cosmetic products for the beauty industry. The France-based company sources natural ingredients to create and manufacture its exclusive spa products, which it provides to major beauty brands around the world such as L’Oréal, Estee Lauder, and Johnson & Johnson.

Lessonia has operations all around the world and works with a wide range of customers -- from small cosmetic companies to the largest and most respected providers of beauty products in the world. To successfully manage its manufacturing documentation, the organization required a solution that featured a high level of reactivity and security.

With 45 employees, Lessonia is a small organization and does not have a formal IT department. This posed a challenge for how the company would identify, select and utilize the most effective document management system for their needs.

## Consulting Firm Sedasis Assists with M-Files Selection and Deployment

Lessonia worked with Sedasis, a France-based consulting firm, to help the company research, evaluate and select a solution to help organize its customer files, as well as manage its documentation according to Good Manufacturing Practices (GMP).

Having worked with Lessonia since 2005, Sedasis had thorough knowledge of both the company’s IT resources and its document management needs. A key criteria for selection was a solution’s ability to seamlessly fit into Lessonia’s commercial and legal processes.

“The countless documents related to production of ingredients must be attached to customer accounts, orders, and deliveries. For quality management, all components are followed with lot serial numbers. It was therefore important to define a safe architecture that meets all of these needs,” said Christophe Winckler, President and CEO of Lessonia.

After a thorough evaluation process, Sedasis implemented the M-Files document management solution for Lessonia in 2010.



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*“M-Files improved our reactivity towards customers’ requirements. That’s important not only for our customers’ satisfaction, but also to reinforce our team spirit inside the company.”*

**-Christophe Winckler**  
President and CEO,  
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## Managing Documentation Associated with GMP and Audits

Lessonia manufactures several hundred cosmetic products. For each shipment lot, the company must develop analysis certificates, product specifications, delivery notes, and invoices with lot serial numbers.

“We produce an immense amount of manufacturing documentation that all needs to be stored in a safe and secure repository, but also in a manner in which it is quickly and easily accessible,” said Winckler.

One of the primary reasons Lessonia selected the M-Files solution was because they must follow GMP, and they found that M-Files could be easily configured to better accomplish this. Furthermore, the company is audited periodically by several different organizations, and effectively managing their documentation is a vital part of this process.

“Prior to M-Files, our audits were much more challenging and involved more errors,” said Winckler.

## Integration with ERP System Delivers Fast Access to Manufacturing Documentation

One of the main benefits Lessonia realized from M-Files was its ability to be easily integrated with its ERP system (SAGE 100 Enterprise series on SQL Server). Sedasis was able to easily create a bridge between Lessonia’s ERP system and M-Files.

“With M-Files, our team has immediate access to commercial documents -- such as invoices, orders, and technical files -- from each manufacturing batch. This is particularly important because we have staff located in Hong-Kong, Mexico, France and other parts of the world, and they all must be able to quickly and easily access this documentation,” said Winckler.

## Lessonia Customers Reap the Rewards of M-Files

Although Lessonia uses M-Files for a wide array of documentation needs, they primarily utilize the document management solution for storing customer sheets, technical documentation and invoices. While Lessonia has realized many benefits from M-Files in terms of increased productivity and efficiency and reduction of human errors, their customers have experienced the advantages from the solution as they receive their documentation much more quickly.

### About Lessonia

Lessonia is a French manufacturer of natural and organic cosmetic products created within its lab. As a private label manufacturer, Lessonia supplies products to industry-leading cosmetic companies. Lessonia sources its ingredients, conducts thorough testing at its labs, and works with organic regulatory and certifying organizations in its manufacturing processes. For more information, visit [www.lessonia.com](http://www.lessonia.com).

### About Sedasis

Based in Brest, France, Sedasis is an engineering company dedicated to architecture, design and construction of infrastructure. By specializing in information technology and combining its extensive field experience with a strong technical background, Sedasis specializes in deploying information systems for enterprises with 20 to 200 employees. Sedasis provides technology solutions designed to create efficiencies at each level of an organization’s information system (i.e., distributed infrastructure, virtualization, storage, databases, security, and applications). For more information, visit [www.sedasis.com](http://www.sedasis.com). ■