

# Case Study



## Company Profile

Since 1908, Pirlo has been a successful national and international manufacturer of metal packaging. With over a century of experience and the strength of its employees, the company creates superior packaging solutions. Today, the Pirlo Group is the largest manufacturer in Austria in its segment and ranks among the top 3 in Europe.

<https://www.pirlo.com/>

## Technologies

#novaAudit



## Pirlo: Rethinking Internal and External Audits with novaAudit

### Challenge

- Strategic move into the Microsoft world as part of the "Pirlo Portal" project
- Need for an audit solution that integrates seamlessly with Microsoft 365
- Replacement of the previous non-specialized audit management system in Confluence

### Solution

- Implementation of novaAudit as the central audit management platform
- Deployment in German for seamless integration into existing processes
- Customized configuration of the system to meet the specific needs of the Pirlo Group
- Streamlined workflows focused on relevant process steps to reduce complexity

### Benefit

- Flexibly adaptable thanks to the Power Platform – suitable for various audit types and requirements
- (Semi-)automated reports and communication, including automatic emails and notifications
- Structured, standardized processes – even for parallel audits with multiple stakeholders via the Resource Scheduler and "Enduser Portal"
- Efficient audit execution – clear processes and templates simplify preparation, execution, documentation, and follow-up
- Secure access concept enables involvement of external partners, including suppliers, in task completion

For the Pirlo Group – Austria's leading manufacturer of metal and plastic packaging – it was clear that their future audit management system needed to be structured, efficient, and compatible with Microsoft 365. The previous system based on Confluence was functional, but not specifically designed for audits. Each audit required a separate Confluence page, and measures had to be recorded manually – making it difficult to maintain an overview, especially during multiple parallel audits or when external access was needed. As part of a strategic move, Pirlo aimed to make greater use of its existing Microsoft infrastructure, and the new audit solution was to be part of this approach.

#### **Audit Management with novaAudit: Standards-compliant, flexible, and automated**

With **novaAudit** – a Microsoft Power Platform-based solution by novaCapta – Pirlo found a modern, flexible audit platform that could be tailored exactly to the company's specific needs, including all relevant **ISO standards and BRCGS requirements in the packaging sector**. With novaCapta, they also gained a full-service partner capable of providing both audit-specific and holistic Microsoft consulting.

#### **A lean audit system that thinks ahead**

The implementation was kicked off with a two-day on-site workshop where the fundamental requirements for novaAudit were defined together with Pirlo. The application was deliberately kept streamlined – free of unnecessary complexity, yet fully functional for the quality management team. The result is a solution precisely tailored to Pirlo's audit processes. "We simplified the existing system and focused on the core aspects relevant to our audit processes. We wanted a flexible system that adapts to us – not the other way around. And that's exactly what we found with novaAudit," explains Magdalena Auer, Head of QM at Pirlo.

All audits are now centrally managed and standardized in novaAudit – from ISO 9001 and ISO 14001 to the BRCGS standard, as well as internal and external audits (site inspections, customer and supplier audits). novaAudit is also valuable for audits based on the BRCGS standard: every checklist item must be documented and commented on in detail – something that is now efficiently handled through predefined templates in the Fieldwork module.

#### **Greater efficiency for audits of all kinds**

The flexibility of the Power Platform is also evident in day-to-day operations: emails and audit announcements are sent automatically, and audit reports can be automatically generated. External auditors – from customers or suppliers – can also be

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**Our collaboration with novaCapta was consistently positive – the team always had everything under control and was available to us at all times. With novaAudit, we now benefit from a structured, largely automated audit process that significantly improves the efficiency of our operations.”**



**Magdalena Auer**

Leitung QM,  
Pirlo Gruppe

directly integrated, including feedback mechanisms once all issues have been resolved. A key benefit here is novaAudit's role-based access model. While Pirlo's quality management team works with full access to all data and functions, end users (external partners or audited departments) use a dedicated portal that provides a simplified view of their open tasks and deviations resulting from an audit – ensuring that each user sees only what they need.

With novaAudit, Pirlo now has a powerful solution that not only delivers technically, but also lays the foundation for further Microsoft-based business processes. The new system provides greater transparency, structure, and efficiency – both internally and externally.

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