



## Electrolux Professional Group Uses Generative AI to Create, Approve and Distribute Structured Meeting Summaries

### Story Snapshot

**Electrolux Professional Group generates structured summary documents to ensure work effectiveness and efficiency.**

These summaries also include the images and documents shown, and use pre-defined templates to highlight actions needed.

- Drastic reduction in the time needed to prepare documentation
- Greater availability of more complete information

### Background

Electrolux Professional Group, a global supplier in the food service, beverage and professional laundry sectors with approximately 4,500 employees worldwide, develops products and components with a particular focus on innovation and environmental sustainability. In this context, the availability of clear, image-complete, shared and searchable technical information is an essential element in terms of productivity and reliability.

### Challenge

After technical meetings at Electrolux Professional Group, there was often a clear need to distribute and make searchable the information shared during the meeting itself. The company wanted to create summaries and documents with specific structures and formatting.

The process of manually creating reports was delegated to users and exposed the company to potential delays or incomplete information, as well as being costly in terms of the time required.

Furthermore, the summaries generated often had to contain images or other shared documents to support productivity and progress of activities, as well as also being necessary to clearly highlight the next agreed actions and points pending.

“Insight has been able to listen and respect the principles of customer care, trust, boldness and sustainability that guide our company. This common attitude has allowed us to offer all colleagues a tool that increases their productivity and the quality of their work thanks to the potential of Generative AI.”

Roberta Mattera Russo, Digital transformation & AI Project Manager, Electrolux Professional Group

"In addition to the capabilities and skills that I took for granted, Insight has demonstrated the ability to listen and take on board suggestions, which has allowed everyone to seize technological opportunities in a win-win environment."

Stefano Desiderio, Director Group IT Business Solutions & Platforms, Electrolux Professional Group



## Solutions & Outcomes

Electrolux Professional Group, a company strongly committed to technological innovation, has highlighted the need to distribute information in a complete and structured format, especially after meetings that focus on technical content.

To meet this need, Electrolux Professional Group, with the support of Insight, has created the EPROMeet solution. This solution, through an approval flow managed with Power Automate, leverages Microsoft Azure OpenAI Services and queries Teams GraphAPI to extract the recording and transcription of the meeting. It can then add relevant images shown during the meeting, to create a final document based on approved templates, which also highlights the next action points and anything left pending.

EPROMeet, the solution created with Insight, can extract information from the meeting invitation, deducing context and other details, and collects the images presented in the meeting at intervals of a few seconds.

This allows the solution to draft the final document using predefined templates, adding relevant images and creating a summary thanks to the Generative AI functionality, finally making the information available on Sharepoint to the entire company, through an approval flow.

The solution brings significant benefits not only to the completeness and understanding of the information, but also to the quality of the meeting organisation process and the results that derive from it, highlighting any points still to be resolved and reducing the number of meetings and the quantity of paper notes to support environmental sustainability commitments.

## Why Insight?

In addition to providing the technical expertise needed to design the architecture and implement the required content generation project, Insight has fostered the introduction of a culture of innovation that has a direct impact on the empowerment of people, who now organise meetings more effectively, and this has also reduced the number of meetings needed.

Electrolux Professional Group has particularly appreciated Insight's structured approach that has allowed it to always provide precise and timely answers and solutions.

## RESULTS IN NUMBERS

20%

fewer technical meetings needed

30%

more technical documents available

40%

fewer paper notes

Higher

efficiency and productivity