

How to Succeed With Business Process Automation



3 Real-World Examples of Organizations That Automated Their Processes and Achieved Immediate Value

INTRODUCTION

How Much Time Do You Waste on Manual, Repetitive Tasks?

In today's fast-paced market, we use digital technologies for everything from collaborating with our team to serving customers.

But despite the wealth of technology at our fingertips, many businesses still rely on manual processes for their day-to-day tasks. For example, employees often copy and paste data between systems – which is not only time-consuming but leads to errors.

According to the Cognizant Center for the Future of Work¹, employees spend 22 percent of their time on repetitive tasks.

Digitizing your paper-based processes reduces a leading cause of wasted productivity – re-creating information that already exists. It allows your team to spend less time on admin and more time on high-value projects that drive value for your business.

An IDC study² revealed that companies that digitize their workflows save 3.1 hours each week per employee on document-related tasks, which helps to boost their productivity by 40.9 percent.

These improved efficiencies can lead to increased innovation, revenue and market share.

Are you ready to learn how automation can improve your systems?

This white paper highlights three use cases for automation and explores the real-world results that you can obtain when you digitize your processes. It also outlines how Ricoh has helped companies across a range of verticals streamline their workflows and transform chaos into order.



¹Cognizant Center for the Future of Work, The Robot and I: How New Technologies Are Making Smart People and Smart Businesses Smarter By Automating Rote Work, 2015

²IDC FutureScape: Worldwide Digital Transformation (DX) 2018 Predictions, doc #US43154617, November 2017

MARKET DRIVERS

Are You Prepared to Keep Pace in Today's Digital Market?

To succeed, in today's global market, many companies are making digital transformation a priority.

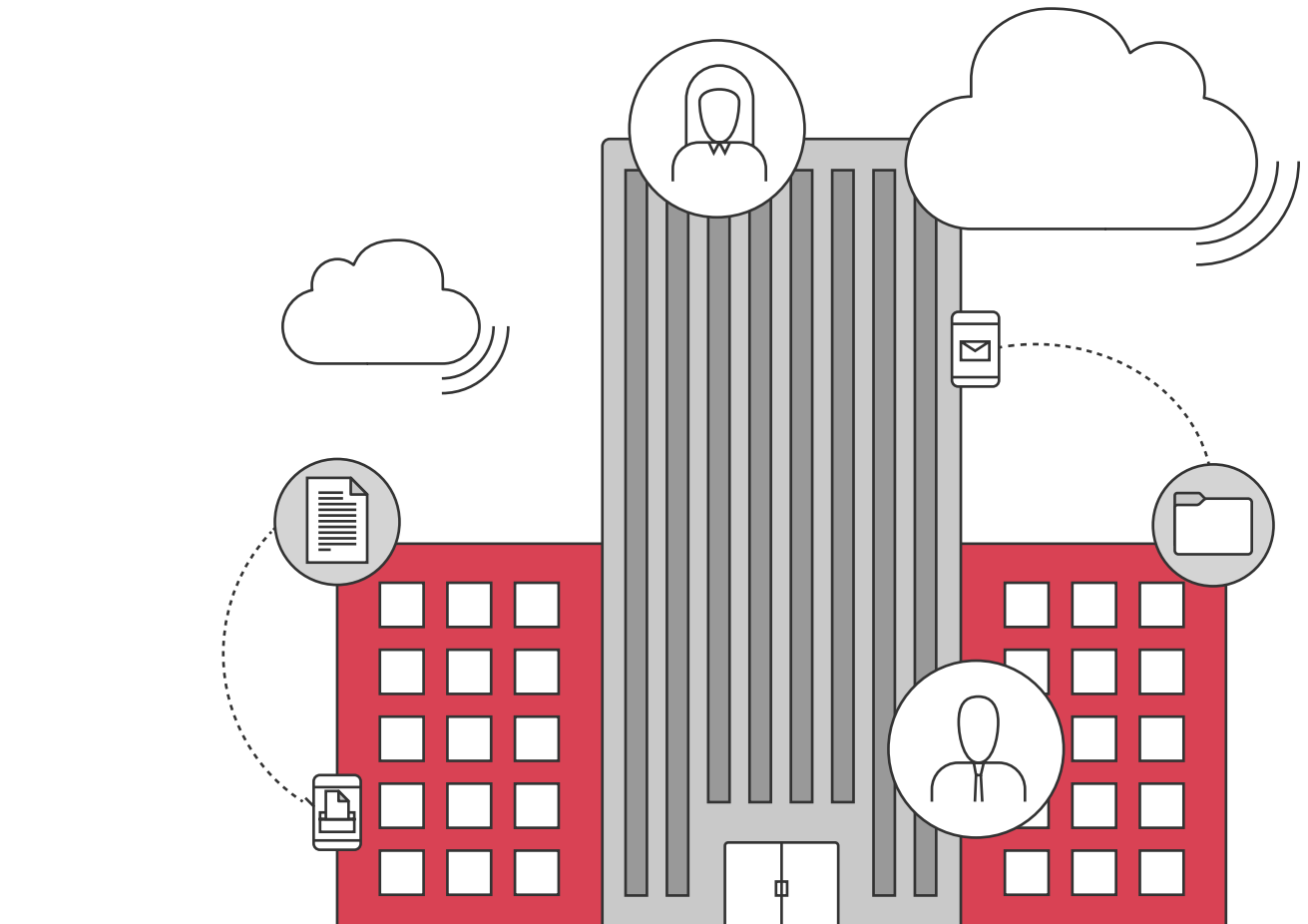
The following factors are driving this transformation:

- The need to innovate and gain a competitive advantage.
- A push for better customer service and faster onboarding to reduce churn, drive revenue and boost upselling opportunities.
- The struggle to support mobile employees and increase their productivity.
- Cloud-based delivery models.
- Complex compliance requirements.
- The high costs of doing business.

To address these issues, you can't continue with the old way of doing things. **Digital transformation requires new ways to manage your workflows.** In particular, you must automate your routine, paper-based processes.

According to Quocirca's Digital Maturity Index³ companies can address these issues with a "two-pronged approach of proactively digitizing paper-based processes and leveraging workflow automation technologies and platforms."

Updating your technology is no longer a choice: It's imperative to improving your efficiencies and helping your business grow.



CHALLENGES

Why Companies Waste Time and Money on Inefficient Manual Processes

Despite the push towards digital transformation, many companies don't get rid of their paper.

According to Quocirca research⁴, the main reasons for their reliance on paper are, "the perceived need for real signatures, the ongoing receipt of paper documents from suppliers and partners, and a continued employee preference for working with paper documents."

Also, many companies don't feel that automating their paper-heavy environments is attainable.

Executives may believe that automation is too expensive. Or they may think that it will disrupt their everyday business and impact their bottom line. Meanwhile, employees worry that "robots" will make them redundant and eliminate their jobs.

But if you don't make automation a priority, you will continue to struggle with broken processes - while your competitors gain market share by being faster and more efficient.



Intelligent mail delivery

- Improve inbound mail delivery process
- Increase mobility & accessibility of inbound mail
- Track & capture all incoming data
- Eliminate time-consuming process

The illustration shows a red laptop on the left with a screen displaying a mail icon and text. A white mail truck is on the right, connected to the laptop by a line. Above the truck is a mail envelope icon with a barcode and a mail icon. The background is a light gray gradient.

⁴Quocirca, Digital transformation: Bridging the paper and digital gap, 2016

GENERAL SOLUTION

The Key to Improving Your Business Efficiencies

Innovative technologies, such as business process automation (BPA), make it easier for you to deploy and manage your workflows.

According to IDC⁵, these technologies help you differentiate yourself from your competitors and improve your bottom-line results.

What Is Business Process Automation?

BPA is an organizational transformation that aims to drive efficiency, provide transparency and facilitate compliance for repeatable processes.

What Business Process Automation Is Not

BPA is not a product. It is the integration of people, technology and processes.

The Benefits of Business Process Automation

Implementing BPA can bring you both immediate and long-term benefits. With BPA, you can:

- **Boost workplace productivity** by automating labor-intensive tasks and re-engineering critical workflows.
- **Outsource non-core activities** and empower skilled employees to tackle projects that drive business.
- **Lower your costs** related to printing, storing and managing your data.
- **Reduce your risks** and costs of non-compliance.
- **Improve your security.**
- **Onboard customers faster**, provide better service and decrease churn.
- **Minimize errors** and re-work.

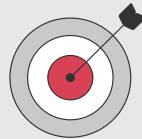
By 2020, the proportion of organizations that deploy digital-platform strategies will more than double, climbing past 60 percent. Also, for more than 50 percent of g2000 firms, revenue growth from information-based services will be twice the growth rate as the balance of their product/service portfolio. - IDC⁶

7 benefits of implementing digital workflows

40.9%
Increase in productivity



51.6%
Fewer errors



41.2%
Reduce document storage costs



42.3%
Less use of paper documents



17.2%



Reduction in percent of time spent per week on document-related tasks

3.1



Hours saved each week on document-related tasks

12.5%



Reduced time spent looking for and/or recreating lost or misfiled paper documents

⁵IDC FutureScape: Worldwide Digital Transformation (DX) 2018 Predictions, doc #US43154617, November 2017

⁶IDC FutureScape: Worldwide Digital Transformation (DX) 2018 Predictions, doc #US43154617, November 2017

SUCCESS STORIES

3 Areas Where You Can Quickly Implement BPA and See Immediate Results

Many companies think that they won't achieve benefits from automation unless they implement it across their entire business.

But BPA isn't all or nothing.

You can start by automating a single workflow or process. Starting small allows you to achieve immediate benefits – with minimal disruption to your operations.

HR Onboarding: Ricoh's Story

We don't just talk about BPA – we walk the talk!

In an organization with more than 23,000 employees, Ricoh's HR team spent way too much time managing the paper processes involved with new hires. They had almost 900 boxes of employee files spread across 40 locations. Whenever someone requested a file, our HR staff had to retrieve it manually. Then, they had to scan, fax or overnight it to the manager who made the request.

We wanted to streamline our file retrieval process. So, we designed a new workflow using barcodes that allow department managers to scan documents directly into an employee's file, instead of sending them to HR for filing.

This has allowed our staff to improve their productivity, speed their retrieval process and stay focused on our core initiatives. We estimate that the cost savings from leased storage space, paper and mailings will save us approximately \$1.2 million over the next five years.

Accounts Receivable:

How Canada's Leading Courier Automated Their Payment Processing to Save Millions of Dollars and Improve Customer Satisfaction

Canada's leading courier serves thousands of customers every day and handles a high volume of cheques.

But their payment processing system couldn't keep pace – leading to miscommunications, duplicated efforts and lost time and resources.

For example, an external provider received and deposited customer cheques. Meanwhile, a different department entered the cheques into the courier's system and worked with outdated spreadsheets to track payments.

Due to their inefficient system, the AP team faced delayed payment processing and couldn't manage periods of high volume. They also lost post-dated cheques and then sent late payment notices to customers who had already paid.

The company wanted to **automate its AR systems** to increase efficiency, eliminate errors and reduce its costs.

Ricoh implemented an end-to-end payment processing solution that gave the courier a more streamlined and efficient system. This fully outsourced solution eliminated the need for the courier to deal directly with physical cheques or decipher data. Ricoh handles all of the behind-the-scenes activity, so that the courier can focus on satisfying its customers.

And Ricoh implemented this solution without disrupting the courier's day-to-day business.

This new solution has helped the courier achieve the following results:

- Save millions of dollars due to increased efficiency, automation, better data processing and fewer inaccuracies.
- Reduce the number of steps required to process a cheque by 77 percent.
- Process cheques faster. The courier used to spend five days processing cheques during peak periods. It now takes just two days.
- Significantly reduce their number of lost cheques and inaccurate late payment notices. This has decreased complaints and improved customer satisfaction.

Records Management:

Township of Springwater Digitizes Its Records to Save Staff Time While Providing Residents With Faster, Better Service

The Township of Springwater, located in the countryside north of Toronto, is on MoneySense's list of the 100 best places to live in Canada.

The Township's staff understood that a healthy municipality depends on keeping accurate, detailed records. While the Township of Springwater kept plenty of records, their staff had a severe challenge accessing and storing them.

SUCCESS STORIES

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Records were spread across departments, networks and filing systems. Whenever someone wanted a file, they needed to search multiple sites for it.

The Township's siloed record keeping also resulted in duplication and version control challenges; their staff never knew if they were working with the final record. Meanwhile, files could go missing when staff went on vacation – sometimes sitting on a desk for weeks at a time. And because sifting through paper files is a time-consuming task, any request for records in storage took a long time to fulfill.

The Township of Springwater wanted to increase their turnaround time and improve their reputation for transparency. They partnered with Ricoh to digitize their records and store them in a centralized system that all departments could easily access.

The new records management system has helped the Township of Springwater achieve the following results:

- Reduce the space required to store active documents by almost 50 percent.
- Eliminate duplication or version control errors.
- Remove bottlenecks when staff are out of the office.
- Save staff time while searching for information.
- Improve relations with residents and boost the Township's reputation for transparency, as staff can quickly deliver any document requested.

"It has improved residents' satisfaction," says Karen Way, Deputy Clerk of the Township of Springwater. "When we get phone calls now, we don't have to call back because we need to run and find a file. Instead, while the person is explaining their situation, we can pull the correct file and respond immediately."

Automation not only helps employees save time and increase their satisfaction, but it also boosts efficiency and workplace productivity.

Pharmacy Order Management:

Grey Bruce Health Services Automates Its Medication Orders to Streamline Its Workflow and Improve Patient Care

Grey Bruce Health Services operates six hospitals with 1,600 staff and almost 200 physicians. Their mission is to provide the Grey Bruce community with quality care close to home.

To better achieve this mission, the organization wanted to improve their pharmacy's operations. Staff at the Grey Bruce Health Services pharmacy struggled to keep up with an increasing workload. They didn't have the human resources to manage their overwhelming, paper-based system.

Not only was their system inefficient, but it required staff to spend all of their time near a printer, which severely limited their ability to attend to patients at the point of care.

Grey Bruce Health Services set out to replace their paper-based, medication order management system with a modern, streamlined workflow.

The organization implemented Ricoh's pharmacy order management solution. With this solution, staff can scan prescriptions directly to an on- or off-site pharmacy – no paper prescription required. The pharmacy can access a dashboard that prioritizes and tracks orders as they move through the system, ensuring confidentiality and accuracy while eliminating the unnecessary steps in a paper-based system.

Thanks to the new systems, the entire pharmacy backend has improved dramatically. Here are some of the results that Grey Bruce Health Services has achieved:

- The elimination of physical prescriptions for less paper consumption, along with a faster and more efficient workflow.
- Increased visibility into the pharmacy workflow.
- Improved communications between nursing, physicians and the pharmacy.
- The ability for pharmacists to view patient files and medication orders from any computer in the pharmacy or remotely.

"When you're talking about a thousand orders per day, saving 30 or 40 seconds per order has a huge impact," said Trent Fookes, Director of Pharmacy at Grey Bruce Health Services.

THE RICOH APPROACH

Are You Ready to Streamline the Way You Work?

Ricoh helps you find faster, more efficient ways of getting the job done. For more than 80 years, Ricoh has empowered workplaces using innovative technologies and services that enable individuals to work smarter.

Ricoh Process Automation helps today's digital workplaces boost their productivity, efficiency and employee satisfaction. Ricoh assists in the following areas and much more:

- **Accounting Process:** Streamline AP and AR workflows to reduce your processing times, simplify your reporting and increase oversight.
- **Records Management:** Eliminate chaos and transform the way you organize, maintain and secure your records, while also maintaining information governance compliance.
- **Forms Management:** Discover how replacing your paper forms with electronic workflows can help speed up your exchange of information and bring content to the right people at the right time.

Ricoh also makes it easy for you to achieve fast results. We will work with you to identify areas where you can see immediate improvements, as well as walk with you every step of the way during implementation.

Discover how Ricoh has helped Canadian companies streamline their workflows and boost their productivity with BPA.

[Click here](#) to learn more.



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