Enterprise Content Management

RICOH
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- ▸ Document Management
- ▸ Analytics and Integration
- ▸ Solution Design by Specialists

Instantly Locate the Right Information

Organizations are generating and receiving more information than ever before. In fact, many are drowning in it – especially when the information is unstructured. It's not tagged, not categorized and not attributed to a customer, project or type of content. Without an effective strategy for capturing, managing, storing and retrieving, the rising tide of information can quickly become a real problem. It's not enough for information to just be made into digital files and exist "somewhere," like on a shared drive. Poor data storage is all too common, and it leaves a lot of knowledge and beneficial information just out of reach. Your information should be more useful, more targeted and more mobile.

Enterprise Content Management (ECM) gives you the structure and process control to move information between various formats and into the hands of people that need it. With the right ECM strategy, information flows throughout the organization based on what it is, who needs to access it and for how long. By giving employees quick access to transaction records, you can improve customer service. You can also easily set up automatic workflows – such as accounting processes – or archive documents for compliance.

Enterprise Content Management gives you the ability to manage documents throughout their lifecycle, unlock knowledge, reveal key insights and make information work for you.

Find What You Need, Wherever You Are

Establish a Centralized Resource

If your organization's information is spread across multiple departments, office buildings or even countries, then you know the challenges of keeping everyone on the same page. When different groups each use their own methods of storing documents, important information can quickly become isolated – leaving you wondering who to check with or where to go for different types of documents. Finding the data you need can feel like looking for a needle in a haystack. A centralized document repository breaks down the silos and makes up-to-date information easily accessible.

Embrace Electronic Processes

Projects come to a grinding halt when a key decision maker is stuck waiting for the right information to arrive by courier. Sending paper documents from one location to the next is both time consuming and expensive. A good ECM strategy will incorporate Document Conversion to transform paper into digital documents, which can then be distributed for greater ease and control. When you have a central repository, your information is easily accessible to authorized viewers – whether they are employees, third party vendors or partners.

Collaborate Easily and Securely

Electronic processes go way beyond access alone. Teams can collaborate, share documents, monitor user activity and track versions. Once your information is in your ECM system, sharing important data becomes streamlined and efficient. Whether you need input from various branch offices, on-the-road employees or your customers, enabling access to the right information is easy with secure file sharing. Share information with those that need it – and restrict access for those that don't.

Integrate with Other Systems

Taking the time to manually enter data or move information between systems wastes time and resources. It also introduces the possibility of user error. With the right ECM approach, data and documents can be seamlessly exchanged with line of business applications to automate data entry and improve key business processes – such as accounts payable, HR onboarding and more. Integrations with line of business applications give workers convenient and immediate access to all documents associated with a transaction, improving processes and response time.
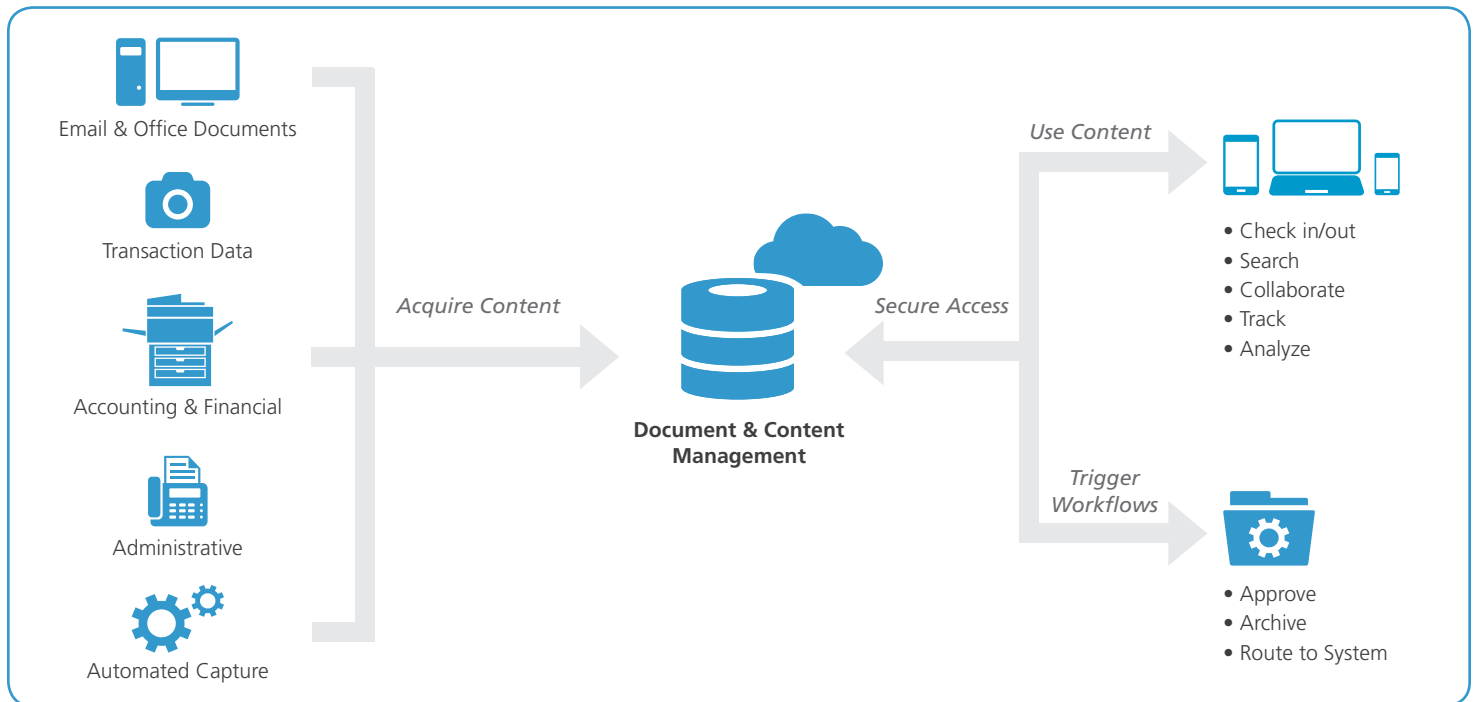
Find Documents Fast

It's probably fairly easy to locate the document you were working on yesterday. What about a document you worked on last month? Last year? Five years ago? What about a document you've never seen but your boss needs now? Enterprise Content Management builds long term data management, organization and retrieval into your company's workflow, so you don't have to worry about it.

Comply. Analyze. Improve.

Organizations that deal with sensitive information can face penalties and a loss of reputation for failing to adhere to regulatory standards of compliance. This is common in industries such as healthcare or financial services, but also with other organizations that handle documents that relate to credit or matters of personal privacy. Company policies may also dictate data handling expectations. Content Management audit trails can provide a record of activity and custody down to the document level, while analytics and reporting tools drive business insights and better decisions.

How an Enterprise Content Management Solution Works

Email & Office Documents

Transaction Data

Accounting & Financial

Administrative

Automated Capture

Acquire Content

Document & Content Management

Secure Access

Use Content

- Check in/out
- Search
- Collaborate
- Track
- Analyze

Trigger Workflows

- Approve
- Archive
- Route to System

Ricoh has a robust portfolio of software solutions, hardware products and partners. Whether you need on-premises or cloud-based document management, digital rights management, lifecycle control or analytics for better decision making, we'll find the right ECM solution for you.

Bring In All Kinds of Content

In the course of business, your organization deals with everything from paper to electronic office documents to images, faxes and entered data. These may be related to customer transactions, accounting and finance, HR, administration, legal or all of the above. Regardless of what content is acquired, the key to successful short-term processing and easy long-term retrieval is document indexing – or how the document is categorized, tagged and then managed by the system.

Retrieve Exactly What You Need

The payoff of a solid Content Management Solution is the ability to easily locate what you need, when you need it. With an electronic archive designed for simple and intuitive data retrieval, the information you're looking for is directly accessible. Documents can be checked in and out, marked up, distributed or versioned – and the system enforces policies and keeps track of all activity.

Go Big or Start Small

Content and Document Management can be used to centralize and organize information across the enterprise. It can also be used at the departmental level – to improve certain workflows – or for mid-size and smaller businesses. You have a lot of choice when it comes to IT infrastructure. There are on-premises software solutions for any size deployment, as well as a growing number of cloud-based solutions, which eliminate much of the support requirements that normally fall upon the IT department.

We'll Help Design Your Solution

Don't worry if you're not exactly clear on what you need or where to begin – that's where we come in. Ricoh's experts have seen all sorts of Enterprise Content and Document Management requirements and workflows across industries. Whether you need some basic capability or a company-wide document management process and system, we'll help you figure it out.

Enhance your ECM

Integrate with Other Systems

Not only is your ECM system a central information repository, but it can also be a processing hub for triggering pre-defined workflows based on the type of information, manner of acquisition and other rules and factors. Route documents to ERP, accounting, compliance repos, approval chains and more.

Document Lifecycle Management

ECM can encompass document lifecycle management for paper and electronic documents – from capture, indexing and archiving to retrieval and automated purging.

Digital Rights Management

Enhanced document management can safeguard and prevent unauthorized use or disclosure of digital files through encryption.

Let Ricoh Work for You

Ricoh has a **dedicated team of design specialists** that take the time to understand your unique needs and requirements and help create a personalized solution. These professionals are with you every step of the way, from assessment and technology selection to service deployment.

Workflow Assessment and Solution Design

Our experts can help ensure that you're storing and indexing the right information the right way, making the most of your existing technology infrastructure and business systems.

Ricoh Multifunction, High-volume Devices

Effective Content Management relies on robust devices to transform paper-based documents. Ricoh's MFPs and scanners can help make your day-to-day workflows easier.

Document and Content Management Software

Our portfolio of software from Ricoh and industry-leading partners enables your Enterprise Content Management workflow. Ricoh specialists can help you identify just the right technologies for your organization.

Installation, Training and Support

We have the people, process and the technology expertise for successful deployments and ongoing operation.

Do you have questions?

Contact your Ricoh Sales Professional or visit www.ricoh.ca

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About Ricoh

Technology Leader

Ricoh is a global technology company specializing in office imaging equipment, production print solutions, document management systems and IT services. We design innovative solutions for today's new world of work. Ricoh believes Information Mobility is the critical component for success and that information should be as mobile as your people.

Proven Industry Expertise

Ricoh understands your industry and type of organization may bring unique Content Management challenges. Ricoh professionals have deep, field-proven knowledge to draw upon including matters of compliance, security considerations, retention policies or looking at the entire document lifecycle. Our design and service professionals are specialists in Healthcare, Legal, Government, Education, Insurance, Banking, Pharmaceuticals, Energy, Retail and other industries.

Lean and Green

We understand how to help you reduce overall environmental impact – though paper reduction, digital archive systems and more – without sacrificing business productivity. Incorporating Enterprise Content Management into your workflow can offer several "green" business benefits, and we can show you how.

We're experts in green business practices, and our sustainability efforts extend across product manufacturing, supplies, service, education and final disposal procedures.

To learn more visit:
www.Ricoh-USA.com/environment

You may also be interested in:

- Document Conversion
- Business Process Consulting