



CASE STUDY:

Docuware for the automation of HR processes



COMPANY PROFILE

The ISRAA (Institute for the Hospitalisation and Care of the Elderly), founded in 1991, is an IPAB (Public Institute of Welfare and Charity) which manages social and healthcare services for the elderly in the city of Treviso and surrounding region, both in its residential facilities - which accommodate around 850 elderly people - and through home care.

The Institute has over 600 employees and various administrative offices located across Italy. To manage the services provided more effectively, ISRAA strives to keep abreast with technological innovation with the aim of developing new approaches and new organisational models. In this respect, digital transformation undoubtedly represents a great opportunity, with the added improvement of efficiency and sustainability.

"We have chosen the cloud-based version of DocuWare, which means that documents can be quickly accessed from anywhere, on any device"

LUCA PALMA,
IT Manager



CHALLENGE

The HR Office needed to optimise the management of Holidays and Leave for over 600 employees.

"This process, and all approval workflows, were handled manually using paper documents" - as Lisa Gasparini of the Personnel Office explains. "We wanted to move beyond these methods and optimize workflows through digitization and automation".

The objectives to be achieved included:

- greater efficiency and flexibility in processes
- simplification of approval workflows
- creation of a centralised repository
- direct interface with the system for the management and electronic storage of pay slips

Renato Dalpiaz of the Personnel Office adds: "We then needed to optimise paper consumption and reduce the costs associated with the physical storage of documents. The security aspect was also very important to us, so we wanted to guarantee controlled, protected access for every employee".

SOLUTION

ISRAA chose the Ricoh DocuWare platform; its capacity to customise and configure workflows according to specific needs was particularly appreciated. Employees fill in the form with the request and the solution automatically launches the workflow for approval by the person in charge.

On completion of the workflow, the form is stored and the data is automatically sent to the payroll accounting system and the employee's digital file.

All documents can be displayed and searched in DocuWare. By means of a certified connector, documents are stored in accordance with legislation at an AgID accredited conservator. This avoids the need to store paper-based materials, with obvious savings in terms of space and the cost of storage rooms.



"We needed to optimise workflows through digitization and automation, and therefore abandon the handling of hard copies of documents."

LISA GASPARINI,
ISRAA PERSONNEL OFFICE

"The security aspect was also very important to us, so we wanted to guarantee controlled, protected access to the solution for every employee."

RENATO DALPIAZ
ISRAA PERSONNEL OFFICE



BENEFITS

For several years, ISRAA has already been adopting a cloud-first approach in all choices concerning technological innovation. "In view of this - explains Luca Palma of the IT Department - we opted for the cloud-based version of DocuWare. Among other things, it provides rapid access to documents from anywhere, using any device, including smartphones and tablets".

Among the other plus points highlighted are:

- integration of documents and workflows
- access to information in real time
- ease of use of the solution
- end-to-end monitoring of processes
- scalability of the project
- elimination of paper and digital storage in accordance with legislation

ISRAA is a constantly evolving reality, always ready to introduce new technologies that could improve its internal activities and the services offered. The project realised with Ricoh is a perfect example of this approach, facilitating digital transformation and all the drivers that enable innovation in the healthcare sector.

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services, thus enabling individuals to work smarter.

With cultivated knowledge and organisational capabilities nurtured over its 85 years' history, Ricoh is a leading provider of document management solutions, IT services, communications services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2022, Ricoh Group had worldwide sales of 1,758 billion yen (approx. 14.5 billion USD).

For more information, visit ricoh-europe.com