



CASE STUDY:

Gaining faster insight into financial performance with Ricoh

Working with Ricoh, this large catering company deployed DocuWare Cloud to form a digital workflow for key financial documents, helping to cut costs and save time, and improve visibility over company finances.

COMPANY & CHALLENGE

The customer is a large catering company, providing services to businesses, healthcare and educational institutions. The company operates thousands of restaurants and points of sale, feeding millions of diners every week. Slow, manual, paper-based financial workflows incurred significant administration costs, and made monitoring cashflow difficult. How could the company increase the efficiency of key processes and gain an accurate, up-to-the-minute picture of company finances?

OBJECTIVES

Serving consistently tasty and nutritious cuisine has made this company a leading caterer. Not content to rest on its laurels, the company launched a new strategy to further strengthen business performance by streamlining processes and cutting inefficiencies. And with the COVID-19 pandemic hitting the hospitality industry especially hard, the plan aims to ensure the company thrives in the years ahead. As part of the strategy, the company identified room for improvement in its cash management processes. Previously, restaurant managers entered data on daily takings and expenses into the company's ERP system, before sending paper records via post to headquarters—on a daily, weekly, or monthly basis.

To assist accountants and restaurant managers, the company looked to develop a faster, more efficient workflow for transferring information from restaurants to its Paris headquarters.



At headquarters, accountants checked and validated each restaurant's ERP figures against the paperwork, and created unified cashflow forecasts across all of the company's catering operations.

However, this manual, paper-based workflow was slow, complex, and incurred high costs. Accountants waited long periods for documents to arrive before they could verify figures, delaying the forecasts and financial reports. And when completing audits or proving VAT compliance, employees spent considerable time searching through filing cabinets to locate the correct items.

To assist accountants and restaurant managers, the company looked to develop a faster, more efficient workflow for transferring information from restaurants to its headquarters. By removing the time and costs of packing and dispatching documents, and by getting information to its accountants sooner, the company aimed to gain a clearer, more up-to-date view of financial performance.

SOLUTION

The company identified that the smartest approach was to digitise and then send the paperwork electronically to a

central storage repository. This method would eliminate the time, packing and postage costs at the restaurants, cut the delivery delays, and provide a searchable data store for accountants working at headquarters. To turn this vision into reality, the company decided to work with Ricoh and deploy DocuWare Cloud.

Spokesperson, large catering company, explains: "We looked for a best-in-class document management solution to streamline our cash control processes. DocuWare Cloud offered the ideal combination of workflow automation and secure digital archiving capabilities. Having worked with Ricoh on many print and business process optimisation projects in the past, we knew they offered first-class project management and service delivery."

Importantly, DocuWare Cloud is fully compliant with many international information security standards, including French certification NF203, which ensures the safety, integrity, and traceability of electronic information stored in digital documents and used for computerised accountancy.

Following analysis to map project objectives, Ricoh provided a test instance of DocuWare Cloud, enabling users to explore capabilities and to refine their requirements. Ricoh then developed a full proof-of concept (PoC), working with a group



of restaurants and company accountants. Once validated, Ricoh implemented the solution at more than 1,000 restaurants inside two months, with 300 locations going live every week.

The spokesperson continues: "Working with Ricoh has been a great experience once again. We set very demanding targets for the full go-live on DocuWare Cloud, but thanks to the thorough analysis and testing process and the comprehensive PoC provided by Ricoh, we achieved a rapid, seamless deployment."

BENEFITS

Working with Ricoh, the company has successfully designed and built a faster, streamlined process for managing cash receipts, unlocking significant time savings. Rather than collecting, packing, and posting paper documents, restaurant managers simply enter figures into the ERP system, scan paper copies, and transfer the files into DocuWare Cloud, leaving them more time to focus on valuable activities such as customer service.

Likewise, company accountants now enjoy access to digital records within minutes of restaurant managers adding them to DocuWare Cloud.

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Using a unique identification number, accountants quickly and easily match ERP data to scanned paperwork. Simple search and retrieval tools in DocuWare Cloud help employees to find relevant items rapidly during audits and tax reviews, ensuring they can demonstrate compliance with regulations.

Spokesperson concludes: “DocuWare Cloud allows our accountants to gain a clearer view of daily cashflow across our extensive catering operations, giving us a better understanding of our financial performance. With Ricoh, we are taking strides towards our long-term digital transformation goals, ensuring that we become a more agile and efficient company, and helping us to strengthen our status as a market leader.”

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere. With cultivated knowledge and organisational capabilities nurtured over its 85 year history, Ricoh is a leading provider of digital services, information management, and print and imaging solutions designed to support digital transformation and optimise business performance.

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 further information, please visit www.ricoh-europe.com