



Johanniter Emergency Services digitises workflows with DocuWare



JOHANNITER

- Securely archives HR files for 20,000 employees and 36,000 volunteers
- Accelerates invoice processing and helps access early payment discounts
- Eliminates manual handling costs

COMPANY & CHALLENGE

With almost 300 member groups, Johanniter Emergency Services is one of the most important charitable organisations in Germany. Its commitment is broad: emergency medical services, disaster relief, first-aid training, and work in caring for children, young people, the elderly and sick. Johanniter is also active internationally during famine or natural disasters. The relief organisation places particular importance on reliability, quality controls, and cost-effectiveness. A document management system (DMS) simplifies internal administrative processes, making it possible to manage donations and maintain efficient corporate management.

The secure storage of all HR documents was the most important goal for introducing a DMS. A personnel archive needed to be set up for more than 20,000 full-time employees and 36,000 volunteers across all locations in Germany. The individual offices were to have access to these documents at all times. Central filing of sensitive documents and uncomplicated but at the same time protected access were key requirements. In addition, all invoice documents had to be stored in a tamper-proof and digital format.



SOLUTION

Digital workflow controls approval process

The DocuWare deployment was launched at the organisation's headquarters in Berlin, where ten workstations were equipped with second monitors. In a second step, several regional associations received new multifunction devices for document digitisation for nationwide use.

Today, more than 2,000 employees in all areas of the organisation work with the DMS. DocuWare is integrated with the Diamant ERP system, allowing documents to be accessed directly from the ERP solution's interface.

All personnel files are now available (to authorised persons only) in digital form. Applications, sick leave documents, training certificates or changes of address that arrive in the respective HR departments as paper mail are scanned by the staff, then assigned to the correct file via employee number and archived. A digital workflow is also used in invoice verification and approvals. After scanning the paper invoices, they are indexed with Intelligent Indexing and stored in a tamper-proof manner.

The DMS then notifies the employees of the regional offices responsible for approving payment by email, who sign off the documents from a task list using a digital stamp. In some cases,

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We have made many of our processes much more efficient. In the area of Human Resources, employees have faster, central access to their personnel files. With management of our incoming A/P invoices, we have been able to optimise the payment approval process through digitisation.

STEFANIE SCHLINKE
IT ADMINISTRATOR
JOHANNITER EMERGENCY
SERVICES, LEIPZIG

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"Our processing times have been drastically reduced. Even our employees working overseas in Foreign Aid access the document pool via Web Client and are integrated into the workflow without any problems."

STEFANIE SCHLINKE
IT ADMINISTRATOR
JOHANNITER EMERGENCY SERVICES, LEIPZIG



the workflow controls several release steps at once, from the area manager to the board of the regional office. At the end of the process, the documents for payment end up in the accounting department.

BENEFITS

Quick document access saves money

The digital invoice approval process is much faster today, especially since the various offices of the aid organisation are often far apart and documents previously had to be sent by post. Now, the organisation can benefit from early payment discounts. Thanks to digital employee replacement rules, invoices are no longer left unprocessed, even if employees are

ill or on vacation. The accounting department always has an overview of where a receipt is at the moment, and can also easily determine afterwards who checked what and when.

Likewise, area managers can quickly call up all invoices from the previous year for planning the next annual budget. Employees in the personnel department also appreciate the quick access to documents. Since they no longer have to send files to the regional associations by post, they can be sure that no unauthorised person can access them. At the same time, they are saving time and money. That's why DocuWare is constantly being expanded. The next major project is a nationwide archive for home emergency calls, similar to a digital personnel file. For this purpose, the DMS will be seamlessly integrated into other software systems.

ABOUT RICOH

Ricoh is a global integrator in workplace transformation, operating in approximately 200 countries and regions and headquartered in Tokyo. Supporting customers' value creation, Ricoh offers workplace services and solutions that empower organizations to work smarter through advanced technologies—including AI—together with long-standing expertise rooted in printing. Ricoh also operates commercial and industrial printing businesses and delivers new solutions leveraging inkjet technology. In the financial year ended March 2026, Ricoh Group had worldwide sales of 2,608 billion yen (approx. 16.4 billion USD). For 90 years since our founding, Ricoh has upheld its mission and vision of empowering individuals to find Fulfillment through Work—and that commitment continues today. By understanding and transforming how people work, we unleash their potential and creativity to realize a sustainable future. For further information, please visit www.ricoh.com

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