



Major university increases operational efficiency and environmental sustainability with paperless workflows



ITEC
Image Technologies

- Accelerates administrative processes by up to 80%
- Cuts financial approvals from days to near-instant
- Eliminates paper handling and long-term storage costs

COMPANY & CHALLENGE

Founded in 2006, Prince Mohammad bin Fahd University (PMU) is a leading private non-profit university with a vision to develop creative minds that can drive positive change in the world. Located in Al Khobar in Saudi Arabia's Eastern Province, PMU delivers learning programmes to more than 5,500 undergraduate and 110 graduate students, and is ranked as one of the 500 leading universities in the world.

To support its academic programmes, PMU has 13 administrative departments managing everything from procurement and finance to HR. In the past, the departments relied on manual, paper-based processes to handle administrative affairs. Many workflows involved multiple approvals, with paper forms passed between relevant stakeholders for physical signature, verification, and auditing, before being transported to a warehouse for secure long-term storage. Inevitably, this labour-intensive approach was time-consuming and incurred high costs.

Fai Monawer Al Shammari, Business Analyst at PMU, explains: "Our Request for Payment workflow was particularly cumbersome, as high volumes of documentation were routed through multiple approvers. Working with so much paper also meant there was



always a risk that things were misplaced or damaged, while we could spend a lot of time searching for the correct forms during the auditing process.”

To improve the efficiency of its administrative departments, PMU launched a strategic initiative aimed at phasing out paper-based processes. “We wanted to accelerate our approval and auditing workflows,” continues Fai Monawer Al Shammari. “Moving to paperless workflows would also align with our ‘Green Campus’ environmental objectives and support the vision of the Saudi government for a more sustainable future.”

SOLUTION

Digitising administrative workflows

To create a fully paperless work environment, PMU engaged Ricoh business partner ITEC to implement DocuWare—a digital document management and workflow automation platform. After gathering requirements from each department, the university worked with ITEC and Ricoh to complete a phased rollout of DocuWare, and to design and implement streamlined administrative workflows.

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BUSINESS ANALYST

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“Co-ordinating with so many administrative departments was challenging, but ITEC and Ricoh offered excellent support throughout the deployment,” recalls Fai Monawer Al Shammari. “We started with the finance and HR departments, whose workflows are often the most complex, then moved onto the others. ITEC and Ricoh also ran very valuable training sessions for our business users and DocuWare administrators.”

With the new workflows, PMU administrators either upload electronic documents via a secure interface or complete preloaded forms in DocuWare. An integrated endorsement tool automatically validates each document, adding a digital identifier, category, and version number. A further integration enables users to pull information into the document fields from the university’s core Oracle E-Business Suite platform almost instantly.

In DocuWare, administrators can then route documents to approvers, with email notifications to ensure prompt action. The platform provides robust version controls and audit trails, helping to minimise errors, increase transparency, and ensure compliance. At the end of the workflow, documents are imported into a structured, indexed archive, with digital file cabinets for each department, where authorised users can retrieve them.

Fai Monawer Al Shammari comments: “As well as the integrated document endorsement tools, there are many useful features in DocuWare. For example, we are particularly pleased with the clipping tool, which allows us to combine documents and makes it easier to retrieve items during auditing.”

BENEFITS

Enhancing productivity, cutting costs

Using DocuWare, PMU has successfully modernised its administrative workflows, replacing time-consuming manual, paper-based processes with more agile and efficient digital working. As a result, the university has significantly reduced the average time required to process documentation and internal requests.

“Some approval processes now run 80 percent faster,” explains Fai Monawer Al Shammari. “Our Request for Payment workflow, for instance, used to take several days of manual coordination; now, approvals are granted almost instantly. Similarly, running audits is much quicker and easier, as we no longer have to sort through stacks of physical forms. Moving to paperless working means that we can get through more work without adding to headcount, while the time savings allow us to focus on supporting students and other strategic work.”

Furthermore, the shift to streamlined workflows and digital archiving has enabled PMU to unlock significant cost savings. “We no longer incur such high costs for procuring paper, printing out forms, then transporting and securely archiving physical documents,” adds Fai Monawer Al Shammari.

She concludes: “Our work with ITEC and Ricoh is another step in our journey towards a completely paperless, eco-friendly university campus. We are encouraging



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all employees and students to move away from physical documentation and to embrace more sustainable digital practices, and DocuWare fits perfectly into that vision.”

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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