



CASE STUDY:

With DocuWare, Gastaldi International can manage documents and processes remotely



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## COMPANY PROFILE

The Gastaldi Group is an Italian company founded more than one hundred and fifty years ago. Its operations range from logistics and tourism to real estate management. Its aim is to offer bespoke services that meet with its clients' specific needs at all times.

Within the Group, Gastaldi International operates as a provider of services and advice in relation to claims management, liaising directly with insurers and reinsurers specializing in the transport and maritime insurance sector. It is headquartered in Genoa and also has offices in Naples and Milan.



## OBJECTIVES

### The role & challenge of IT

According to William Fielding, Managing Director of Gastaldi International, "all of our operations are based on the information collected in the field, which is then processed and managed. Technology is obviously fundamental, both during the management phase as well as for subsequent analytical and statistical purposes. In order to be able to respond quickly to clients and to deal with any new contexts that might arise, IT innovation is therefore indispensable for us. With the outbreak of the pandemic, new requirements emerged in terms of remote working and we had to start operating in new ways very quickly".

Priorities included:

- The ability to manage documents and processes remotely
- An acceleration towards digital transformation
- Information security
- A user-friendly solution
- A complete and flexible solution

## SOLUTIONS

As William Fielding clarifies: "We were already using a document management system, although we were not particularly satisfied with it. The emergency situation acted as a catalyst for change. After engaging with Ricoh, which was already our supplier of printing systems, we decided to try the DocuWare platform, which turned out to be the right choice also due to the fact that it was cloud-based".

The DocuWare solution, which interacts directly with the database used for claims management, enables end-to-end management of documentation processes, workflows and archival. As such, it acts as a repository for all of the information on which the business of Gastaldi International is based.



The DocuWare platform is extremely straightforward and intuitive. It is highly appreciated by users, who have realised that thanks to this solution, they can save time and manage their operations more quickly and efficiently.

*WILLIAM FIELDING, MANAGING DIRECTOR*

*GASTALDI INTERNATIONAL*



## BENEFITS

Working in synergy with Ricoh, Gastaldi International introduced significant innovations in ways of working and was able to secure benefits including:

- Enhanced process efficiency
- Creation of workflows and profiles to achieve faster access to and approval of documents within the company
- Improved cooperation between departments
- A reduction in physical paperwork
- Improved information security and compliance
- Reduced workloads for the IT Department

William Fielding goes on to comment, "This is the first cloud solution we have used and we are extremely happy with it. We had considered other products; however, functionality was highly fragmented and they were not so user-friendly.

DocuWare is really straightforward and intuitive and is very much appreciated by users also for this reason. Nobody is keen to go back to the old way of doing things. In fact, we have all come to appreciate that, thanks to this solution, we will be able to save time and manage operations more quickly and efficiently. I think soon users themselves will be suggesting the implementation and management of possible new workflows within the solution. The benefits are also clear for the IT Department. As a cloud-based solution, Ricoh is responsible for all management, updates and maintenance of the platform".

### What's around the corner

The idea, William Fielding concludes, is "to use DocuWare also as an alternative solution for storing accounting and administrative documentation. We want to accelerate progress towards digital transformation, with a view to achieving greater efficiency and cutting the costs associated with physical document storage space".



The headquarters of  
Gastaldi International  
in Genoa

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## ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, communication services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2020, Ricoh Group had worldwide sales of 19.06 billion USD.

For further information, please visit [www.ricoh-europe.com](http://www.ricoh-europe.com)

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