RICOH
imagine. change.

CASE STUDY:

Setting new standards for logistics innovation with DocuWare

This leading logistics company worked with Ricoh to optimise warehouse operations, accelerating key processes by 80%, increasing workforce productivity, and improving client services.

COMPANY & CHALLENGE

This leading logistics company provides transportation, warehousing, and logistics management services to clients in many industry sectors. Operating warehouse sites worldwide, the company achieves annual revenues of several billion euros.

Each year, this company's warehouses receive thousands of supplier deliveries for enterprise clients. Processing paper delivery documents consisting of 40+ lines of text using manual data entry methods was monopolising the time of several employees at each location.

How could the company develop faster, more-efficient workflows to support greater workforce productivity and strengthen its reputation for innovation?

> How could the company develop faster, more-efficient workflows to support greater workforce productivity and strengthen its reputation for innovation?
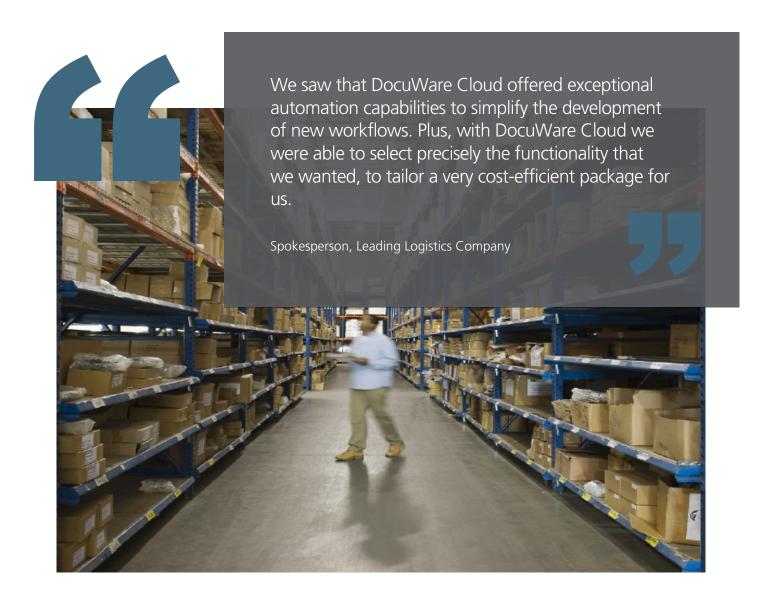
OBJECTIVES

This company places innovation at the centre of its long-term growth strategy, using digitalisation and automation to optimise key processes, improve client services, and increase profitability. As part of this strategy the company launched a scheme in Spain to transform slow, paper-based operations in its warehouses and create more efficient workflows.

As a first step, the team focused on the management and processing of supplier delivery notes. With every incoming shipment, employees transferred more than 40 lines of information from paper delivery notes to its enterprise resource planning (ERP) system. Each submission could take more than one hour, and with some company warehouses receiving 30,000 notes each year, employees were spending huge amounts of time completing repetitive, low-value work.

The company looked to find a faster, smarter method for capturing essential data that would remove the current complexity and manual working. By embracing a modern, streamlined approach, the company hoped to redeploy its people onto more useful operational tasks within the warehouse and to strengthen its status as an innovation leader in the logistics space.

> We saw that DocuWare Cloud offered exceptional automation capabilities to simplify the development of new workflows. Plus, with DocuWare Cloud we were able to select precisely the functionality that we wanted, to tailor a very cost-efficient package for us.
>
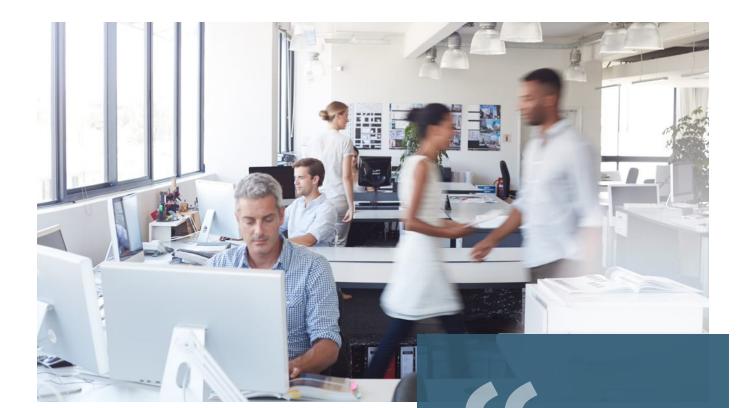> Spokesperson, Leading Logistics Company

SOLUTION

The company recognised that automating the data capture process was pivotal to project success. After attending several collaborative workshops with Ricoh to discuss ways to improve its warehouse operations, it selected cloud-based solutions from DocuWare, a Ricoh company, to transform the processing of incoming supplier delivery notes.

A company spokesperson explains: "We saw that DocuWare Cloud offered exceptional automation capabilities to simplify the development of new workflows. Plus, with DocuWare Cloud we were able to select precisely the functionality that we wanted, to tailor a very cost-efficient package for us."

The Ricoh team completed the implementation of DocuWare Cloud for three warehouses run by the company in Spain, within three months. During the setup process, Ricoh provided solution design, configuration, and deployment services, intelligent indexing, user training, and process documentation, before the final go-live.

Now, an employee simply digitalises each delivery note using a multifunction device or scanner, before DocuWare Cloud automatically analyses, captures, and structures all relevant information using optical character recognition (OCR) and intelligent indexing. DocuWare then forwards delivery notes to the ERP system, and functions as a searchable data archive, complete with .CSV or PDF formats for user export.

BENEFITS

Using the Ricoh solution, the company has successfully replaced slow, complex and repetitive manual data entry with a much faster, efficient workflow for processing delivery notes. With DocuWare Cloud automatically capturing key supplier, cargo, and dispatch data, each submission now takes between two to four minutes to complete, representing a massive process acceleration of around 80 percent.

The streamlined workflow also enables employees to spend more time focusing on value-add tasks, creating a more dynamic, productive working environment. Previously, an average of 2.8 FTEs in the warehouse worked almost non-stop keying in data; now, with workers only having to digitalise paper documents before DocuWare takes over, the process represents the workload of 0.5 FTEs, a significant productivity gain.

Furthermore, the easy-to-scale DocuWare Cloud solution helps the company to reduce business risk and achieve its regulatory compliance objectives. Whenever specific delivery notes need to be consulted, the company can use the DocuWare search engine to locate the relevant information very rapidly using the fully indexed digital archive.

> "
> Working with Ricoh, we are optimising our warehouse processes to ensure that we deliver excellence for our clients, and build strong, long-lasting commercial relationships. Having successfully implemented DocuWare in three warehouses so far, we are now discussing with Ricoh how we can roll out the solution at other locations in Spain, and potentially beyond.
> "

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 85 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

RICOH
imagine. change.

www.ricoh-europe.com