



CASE STUDY:

## Ricoh Europe deploys DocuWare to streamline document management processes



Ricoh Europe centralises archiving for more than 110 million documents, improving productivity and retrieval times and unlocking valuable cost savings.

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### CHALLENGE & OBJECTIVES

Although known worldwide for cutting-edge technology solutions, Ricoh's success relies on more than just innovation and research. Behind the scenes, internal agility and efficiency are vital, enabling back-office teams to handle countless administration tasks that ensure business operations run smoothly.

One key function is managing the millions of documents received and generated by the operating countries within Ricoh Europe. Administrators process and archive everything from purchase orders and invoices to customer contracts, delivery notes and employment records, and later retrieve stored documents for relevant parties.

Speed and precision are essential. With the scale of documentation handled each month reaching ever-greater proportions, how could Ricoh Europe ensure a responsive service for internal stakeholders, business partners, and customers?

Ricoh Europe's previous document management processes were reaching their limits. Individual operating countries used their own local archiving systems, which often led to documents being scattered across multiple file servers. Other business functions relied on traditional paper-based archives.



Inevitably, document retrieval could be a difficult, time-consuming process, while routing documents through the company for verification and approval could require manual interventions. For IT teams, running a mass of file servers increased management complexity and costs.

The creation of Shared Services Centers to handle some back-office functions provided an impulse for change. However, Ricoh Europe had to ensure that Ricoh Business Services (RBS) teams could work on the same documents as individual countries, even when hundreds of kilometers apart.

The existing local archives would severely restrict information sharing, so building a more efficient, streamlined approach was a priority. Ricoh Europe planned a set of central, standardised document archives that would provide access to remote users, but achieving Europe-wide transformation presented a huge challenge. The company would need a powerful, scalable solution to fully digitise back-office operations, manage exponential data growth, and enable faster working practices.



One of the most valuable aspects of DocuWare is the ability to collect metadata, which enhances searchability and makes locating documents simpler. Rather than having to look through different file systems, we can enter a customer name or contract date, for example, and the indexing presents relevant items

*Carlos Morales, IT Services Delivery Manager, Ricoh Europe*



"DocuWare gives us much more than just document storage. It provides the tools we need to transform workflows currently slowed down and complicated by manual interventions. With DocuWare, we can route documents to approvers much faster and build quicker processes."

Dennis Juelke, Team Lead, Document Management Team, Ricoh Europe



## SOLUTIONS

To achieve these objectives, Ricoh Europe decided to harness the power of DocuWare, a company that was acquired by Ricoh in 2019. Confirmation that this was the right decision came from Ricoh Germany, which was already using the DocuWare platform and had enjoyed a positive experience. Starting with Ricoh Austria, the company began to roll out the solution.

For each operating country Ricoh Europe created digital archives for customer-related documents, financial information, invoices, and delivery notes. Both local teams and Shared Services Centers can access each archive, facilitating enterprise-level collaboration. Today, 35 separate financial entities within Ricoh Europe use DocuWare, which has more than 15,000 business users and supports 150 archives, with a new archive for HR documents currently being implemented.

Ricoh Europe has built multiple integration points between DocuWare and its ERP and CRM systems to accelerate archiving. The company has also integrated DocuWare with Ricoh Streamline NX tools, which deliver scanned documents directly to archives. DocuWare's Intelligent Indexing functionality automatically captures metadata from documents and converts it to a structured format to facilitate searches. URL integration then enables users to view documents in their preferred application.

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Being able to process the vast amounts of documentation generated by our operations quickly and efficiently is crucial to keep our business moving forward. DocuWare has transformed our document management strategy, and allowed us to build smarter, faster ways of working.

*Dennis Juelke, Team Lead, Document Management Team, Ricoh Europe*

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## BENEFITS

With DocuWare in place, Ricoh Europe has successfully transformed its document management strategy. The company uses the solution to archive more than 113 million documents and manage more than 850,000 new scanned, systems-generated, and digitally received documents every month.

Ricoh Europe has eliminated many paper-based processes and accelerated document retrieval, enabling administrators to respond faster to internal requests and customer queries. With less time spent searching for documents, employees can work more productively on value-add tasks, while the centralised archives significantly reduce IT management workloads and costs.

The DocuWare solution also helps Ricoh Europe to develop more efficient document-based workflows.

For example, the company has created a streamlined workflow for processing accounts payable (AP) invoices and purchase orders.

Looking ahead, DocuWare will help Ricoh Europe to achieve regulatory compliance objectives. Using the solution's metadata function, the company will add retention periods to archived documents in accordance with the General Data Protection Regulation (GDPR).

As well as developing new archives, Ricoh Europe plans to build more integration points with its ERP and email systems to enhance document capture processes. The company also sees huge potential to use archived data as a source of information for analytics and business process optimisation.

## 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)