RICOH
imagine. change.

Enhancing HR efficiency and the employee experience with process automation

RICOH
imagine. change.

- Enables HR to focus on value-add strategic work
- Automates time-consuming HR admin tasks
- Provides a one-stop-shop for all HR matters

COMPANY & CHALLENGE

A leading provider of print and digital services, Ricoh Europe consists of 25 separate entities, with more than 14,500 employees. With headquarters in London and Amsterdam, the company is growing rapidly, both organically and via acquisition, adding new people, knowledge, and capabilities.

Askaniusz Sawicki, People Services & HR Operations Director EMEA at Ricoh Europe, explains: "Within our HR organisation we aim to support wider business development, growth, and innovation, and ensure that our employees enjoy a first-class experience. To achieve this, we need processes that are agile and scalable. We began a comprehensive re-assessment of our HR operations to identify areas for improvement."

The information-gathering exercise uncovered multiple issues. For example, HR teams across the 25 entities often followed different processes for key tasks such as onboarding, creating an inconsistent experience for new hires. Similarly, HR teams spent large amounts of time manually handling administrative tasks, including updating employee records and job positions, and preparing and processing onboarding documentation.

Askaniusz Sawicki continues: "For employees, navigating our various HR systems was a complicated process, even when they only wanted to perform relatively simple tasks, such as booking holiday or viewing performance reviews. Employees typically sent their process queries by email or phoned the HR team, with no ticketing or tracking system, which could lead to duplicate requests and sometimes lack of resolution."
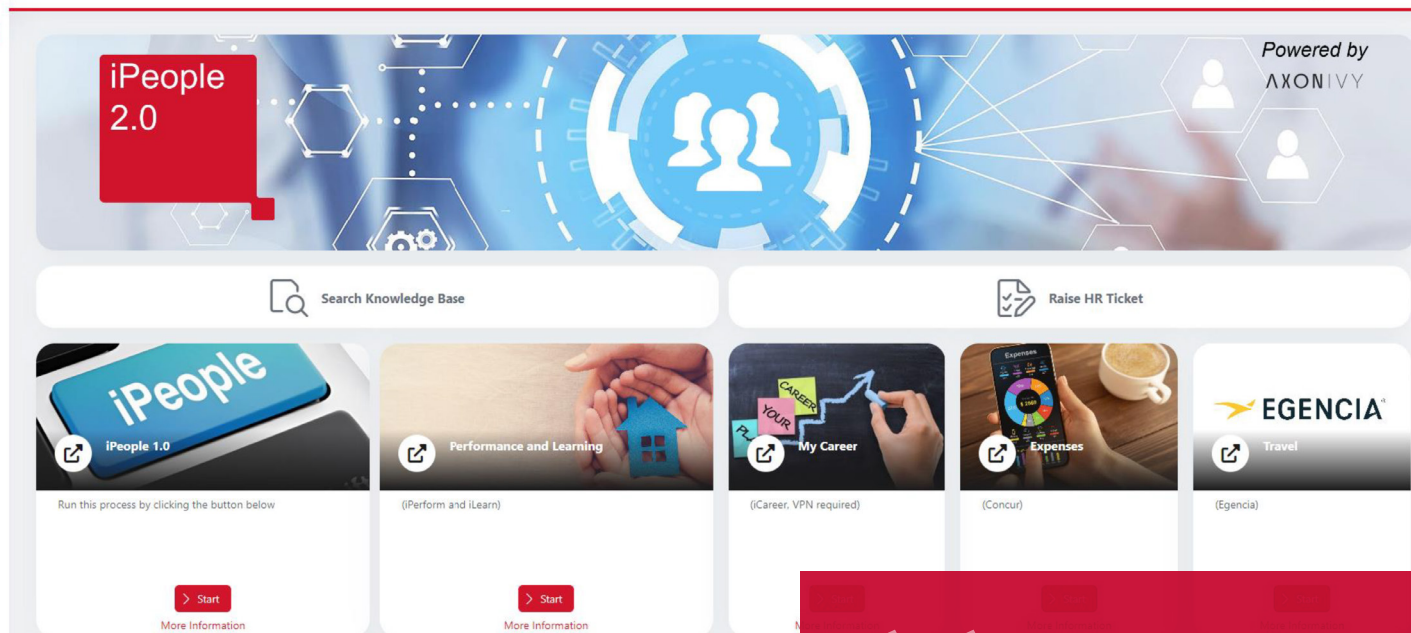
To improve the strategic impact of the HR organisation, Ricoh Europe launched a major transformation programme. "Our key objective was to streamline HR operations across the EMEA region, reducing manual workloads and driving efficiency and productivity," adds Askaniusz Sawicki. "We also wanted to improve the experience during every step of the employee lifecycle, from hiring through to offboarding."

SOLUTION

Integrated systems, standardised processes

Initially, Ricoh Europe formed a new HR operating model, with a shared service centre handling administrative tasks and delivering support to local HR teams. Then, the company identified three key elements for the transformation: systems integration, standardised processes, and employee self-service. To turn the plan into reality, the company decided to use Axon Ivy, Ricoh's process automation and orchestration platform.

Askaniusz Sawicki explains: "We developed detailed requirements, factoring in the perspectives of HR, employees, and new hires, before evaluating five possible solutions. The Ricoh process automation platform was the only one to hit all our criteria: the cost over five years was much lower than other options, while the automation capabilities, user experience, and wider functionality were also superior."

> "Our HR transformation programme has been a great journey, from collecting ideas and identifying areas for improvement to using process automation to implement new workflows. The project has made our HR organisation more agile and efficient, ready to build the next era of business success.
>
> **ASKANIUSZ SAWICKI**
> **PEOPLE SERVICES &**
> **HR OPERATIONS DIRECTOR EMEA**

> "Automating high-volume tasks and enabling employees to find answers to queries without HR intervention is helping to maximise efficiency and reduce costs. Our HR teams now have more time to focus on valuable, strategic work that supports our wider business transformation."

ASKANIUSZ SAWICKI
PEOPLE SERVICES & HR OPERATIONS DIRECTOR EMEA

Using the automation platform, the project team created integrations between the company's many HR systems, including the core HCM, recruitment, payroll, performance management, learning, expenses, and document management applications. This process enabled quick, seamless data exchange between all systems, and allowed the company to build a single, trusted source of employee information in the core HCM platform.

Following this step, the team designed and implemented standardised HR processes, based on industry best practices, automating tasks wherever possible. "Many of our processes involve multiple people, systems, and dependencies. Using process orchestration allowed us to coordinate and manage these complex workflows," continues Askaniusz Sawicki.

Adding the engagement layer: iPeople 2.0

To enable employees to interact with the integrated HR systems and processes, the team used the automation platform to create an engagement layer, branded iPeople 2.0. Through this self-service portal, users can:

- **Navigate to HR apps and systems**

The iPeople 2.0 solution enables employees to access the core HCM, professional development, performance management,

and expenses systems. With just a few clicks, users can update their personal details, access professional development opportunities, plan business trips, and much more.

- **Search the HR Knowledge Base**

In the Knowledge Base, employees can find answers to common HR queries, plus policies, regulations, guidelines, manuals, and articles. "It's easy to run a keyword search to find information, whether it's hybrid working policies or holiday entitlements in your location," notes Askaniusz Sawicki.

- **Raise and track tickets with HR**

Similarly, employees can send a detailed query to HR through the iPeople 2.0 platform. The system automatically populates the query form with the employee's name, entity, and ID, while users can track the status of the request until resolution.

- **Perform and monitor tasks**

On another iPeople 2.0 dashboard, HR and employees can see all tasks currently assigned to them, and click through to take steps to move the process forward. "The system keeps users updated about their roles and responsibilities, whether they need to provide some data or approve a decision," adds Askaniusz Sawicki.
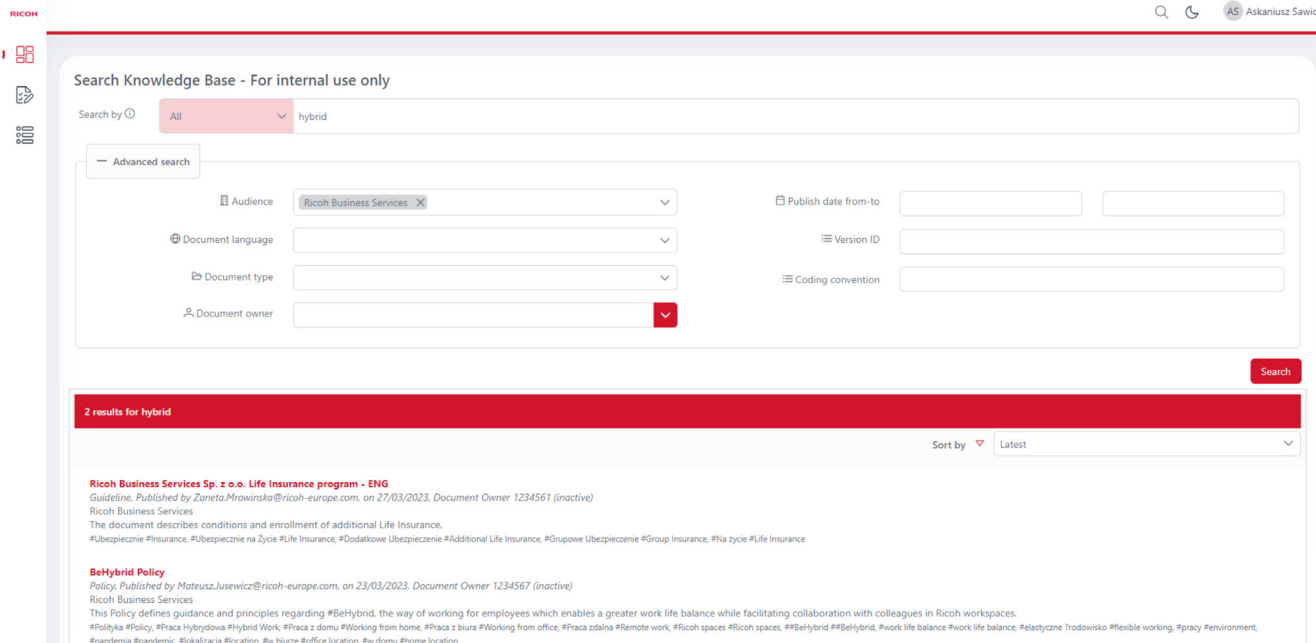
- **Complete onboarding steps**

Before their first day, new hires can use the portal to validate onboarding documents using integrated e-signature tools, and enter personal information, such as bank details, address, and birth date. Their data then flows directly into their profile in the HCM system, while documents are securely stored in the DocuWare archive.

- **View HR reports and statistics**

For HR and People Services & Operations teams, iPeople 2.0 offers analytics dashboards to track the performance and efficiency of the orchestrated processes. Managers can assess whether tasks are consuming too much time, and whether extra resources are required at certain times to handle tickets.

BENEFITS

Empowering HR and employees

Using process automation has been central to the success of the ongoing HR transformation at Ricoh Europe. The move to standardised, automated workflows and employee self-service has reduced administrative workloads for HR teams, replacing complex, time-consuming manual steps with more nimble digital ways of working.

So far, Ricoh Europe has automated 41 percent of routine HR administration tasks. For example, employees can enter their data in the iPeople 2.0 system to trigger an automated workflow that updates personal details, job positions, and organisational structure across all relevant systems—all of which previously required extensive manual intervention from a member of the HR team.

Moving forward, the company aims to automate 75 percent of administrative tasks, and is now focusing on automating and streamlining steps during payroll, benefits management, and time and absence management.

"Automating high-volume tasks and enabling employees to find answers to queries without the need for HR intervention is helping to maximise efficiency and reduce costs," explains Askaniusz Sawicki. "Our HR teams now have more time to focus on valuable, strategic work that supports our wider business transformation."

Furthermore, the launch of iPeople 2.0 has enhanced the end-to-end employee experience. Where previously employees and managers struggled to navigate multiple HR systems, they can now access a one-stop-shop for all HR matters, available online 24/7, with a user-friendly interface. Over time, the simple, intuitive, and innovative experience will help to boost employee satisfaction and contribute to long-term retention.

> "Many of our processes involve multiple people, systems, and dependencies. Using process orchestration allowed us to coordinate and manage these complex workflows."
>
> **ASKANIUSZ SAWICKI**
> **PEOPLE SERVICES & HR OPERATIONS DIRECTOR EMEA**

Similarly, the standardised, frictionless onboarding journey helps to build engagement with new hires and make their start at Ricoh Europe a stress-free process. Within the iPeople 2.0 portal, new starters can find information on the company's history and objectives, while completing onboarding tasks automatically triggers a notification to relevant departments to prepare deskspace, computers, and systems access to ensure a seamless day one experience.

Askaniusz Sawicki concludes: "Our HR transformation programme has been a great journey, from collecting ideas and identifying areas for improvement to using process automation to implement new workflows. The project has made our HR organisation more agile and efficient, ready to build the next era of business success."

ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimise business performance. Headquartered in Tokyo, Ricoh's global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over its 85-year history. In the financial year ended March 2024, Ricoh Group had worldwide sales of 2,348 billion yen (approx. 15.5 billion USD). It is Ricoh's mission and vision to empower individuals to find Fulfilment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future. For further information, please visit www.ricoh-europe.com

RICOH
imagine. change.

www.ricoh-europe.com