



# Efficient data management with cloud-based digitisation



- Provides one central location for all documents
- Delivers anytime, anywhere access to files
- Reduces time to complete key tasks

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## COMPANY & CHALLENGE

Vecom was founded by chemists with strong ties to the maritime industry. Last year, the company celebrated its 70th anniversary. Today, Vecom is a global leader in metal surface treatment serving a wide range of sectors, including food, pharmaceuticals, medical, chemicals and energy generation.

The company focuses on providing safe, environmentally friendly treatment solutions at its locations in the Netherlands, Belgium and England, as well as on-site for clients worldwide. It is committed to providing additional value through innovation.

Vecom faces the complex task of digitising its paper files. Essential email communications are missing from these files, resulting in a fragmented overview of its orders. Crucial information is spread across multiple email channels and is not integrated into the existing paper files.

Peter van Buren, General Manager at Vecom, explains: "We were looking for a solution where documentation could be transferred to the cloud, providing centralised access to all our data, including email communications."

“The shift to the cloud has provided our employees with access to comprehensive and consistent digital files. This saves a significant amount of time.”

PETER VAN BUREN  
GENERAL MANAGER



“Integration creates a complete and efficient dossier, providing a clear overview of our processes and customer interactions. We also wanted to migrate the HR department to a digital system.”

## SOLUTION

### Automating document management

Vecom digitised its administrative processes by implementing DocuWare with Ricoh. The cloud-based solution offers an efficient way to automate and streamline processes without needing in-house servers for document storage and security.

Peter van Buren continues: “Thanks to DocuWare, all our orders and HR documents—including email communications—are centrally stored in a digital format. For our HR administration, this means that contracts and correspondence can be accessed online from any location.”

## BENEFITS

### Saving time, working faster

Peter van Buren says that the solution has many advantages. “Moving to the cloud has given our employees access to comprehensive and consistent digital files for both HR and commercial purposes. This saves a lot of time. Employment contracts and other documents no longer need to be physically printed, signed and posted. Everything is now processed automatically and digitally. Employees have access to the same up-to-date information, which has improved the efficiency and streamlining of our operations so that tasks are handled faster.”

Vecom and Ricoh continuously optimise DocuWare, adding forms for quotes, complaints and visitor reports, for example. After the successful digitalisation of one of its subsidiaries and the HR department, Vecom’s next step is the digitalisation of Vecom Industrial Services.

## 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](http://www.ricoh-europe.com)

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