



QIT gains flexibility and boosts productivity to support business growth



A regional IT service provider used DocuWare Cloud to digitise and automate business workflows, eliminating bottlenecks, saving time, and increasing agility.

COMPANY & CHALLENGE

QIT GmbH is a regional IT service provider based in Langelsheim, Germany, with a second office in Hildesheim. The company specialises in network solutions and services, and primarily works with charities from the care and healthcare sectors. With deep industry knowledge and unique expertise in targeted government funding programmes, QIT is the ideal partner to help charitable non-profit organisations accelerate their digital transformation.

Ongoing digitization in the care, healthcare and education sectors presents a big business opportunity for QIT. With many charitable non-profit organisations aiming to modernise processes with limited IT resources, the company is well-placed to deliver expert services and expand its customer base.

Annika Witt, Assistant to the CEO at QIT GmbH, says: "We have wide experience working with a range of charitable organisations that are often part of complex governance and management structures. We have learned how to work effectively in these unique environments, and now specialise in supporting comprehensive IT upgrades while helping clients to access government grants and other funding schemes."

However, as QIT was growing, it found that managing project documentation such as invoices, HR records, and customer contracts was becoming increasingly challenging and time-consuming. For example, accounting information was not synchronised between different core systems, which meant employees had to enter data and allocate account codes for several hundred receipts a month twice.

“Manually processing physical documents in the office was leading to bottlenecks for various tasks, and sometimes delayed approval and payment of important invoices. It was also difficult to gain a full overview of document workflows, which was slowing me down across my responsibilities in procurement and financial accounting.”

To boost efficiency and flexibility, QIT looked for a document management solution that would help digitise and accelerate manual processes, and provide clear insight into the current status of document workflows. “It’s difficult to find qualified staff right now, so our goal was to help our existing team work more productively,” confirms Annika Witt.



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Annika Witt together with Ricoh Account Manager Erich Geiss

SOLUTION

QIT selected DocuWare Cloud to form a new central document archive, and started working with Ricoh to optimise processes. “Working with the experienced Ricoh team opened our eyes to what is possible with DocuWare Cloud,” adds Annika Witt. “We learned a lot at the workshops with Ricoh. It was liberating how they challenged our established processes and encouraged us to rethink and standardise processes.”

Working with Ricoh, QIT integrated DocuWare with its DATEV Cloud accounting solution to simplify and automate invoice management. As a result, employees no longer spend many hours each week performing duplicate work entering the same data into two systems. Instead, they simply assign the relevant account code once when reviewing it in DocuWare.

“From the first workshop with Ricoh, we knew we were in good hands,” remembers Annika Witt. “The goal of the exercise was not simply to replace a paper invoice with a digital file, but to modernise our entire business. We quickly realised that Ricoh’s dynamic approach was pretty similar to how we engage with our own clients.”

Based on Ricoh’s advice, QIT has recently moved its HR records into DocuWare. The company also started to consolidate contract data in a central repository in DocuWare to make it easier to keep track of changes and ensure accurate billing of IT licenses that it manages for clients.

“Our goal is to move all our business records to DocuWare,” says Annika Witt. “We’re also thinking about optimising outgoing invoice workflows – although we haven’t made a final decision, DocuWare is one preferred option. We see potential for time savings thanks to automated notifications to clients and easy access for us.”



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Annika Witt, Assistant to the CEO



BENEFITS

Using DocuWare Cloud, QIT is replacing time-consuming and complex manual, paper-based working with streamlined digital processes - helping to eliminate bottlenecks and drive productivity. Employees can now access important documents remotely and can gain a clearer overview into that current status of document workflows through quick and easy reporting.

"Process transparency has increased a lot," says Annika Witt. "We can now see where an action is needed, such as when an approval is overdue. In the past, it was difficult to get hold of our CEO to sign off some large invoices, as he was so busy moving between meetings. Now he has the flexibility to view and approve anywhere, anytime, speeding up the process and eliminating delays. And I can complete all accounting tasks from home."

By digitising HR records and other information, QIT is generating major time savings. "Previously, I had to unlock the safe, then the archive cabinet, then find the right folder and HR document," notes Annika Witt. "Finally I had to copy it and hand it to my colleague. This would often take about 25 minutes. Today, when a colleague asks me for something, I just search for it in DocuWare, open it and either print it or send a copy by email. Using DocuWare, I've increased my productivity as I complete routine tasks in just a quarter of the time."

The integrated invoice management workflow has had a big impact on operational efficiency, as Annika Witt explains: "We've already processed 3,000 invoices so far and receive 60 new ones every month. DocuWare not only saves time, it also minimises the risk of data input errors and increases overall

data quality. This reduces costs, because we get far fewer inquiries from our tax accountant and need to correct far fewer bookings.”

QIT leverages the flexibility of DocuWare Cloud to manage two separate tenant businesses in a single account. With DocuWare, the CEO and the wider QIT team can easily standardise workflows across two operating companies to improve efficiency during accounting work.

Annika Witt concludes: “By working with Ricoh and following their guidance, we aligned our business with proven best practices to get the most value from DocuWare Cloud. We’re also actively sharing our own experiences and best practices with our clients to help them transform their businesses as well.”



ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces and workspaces, and to 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 2023, Ricoh Group had worldwide sales of 2,134 billion yen (approx. 16.0 billion USD).

It is Ricoh’s mission and vision to empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future.

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