

Ricoh
Document
Processing
Services

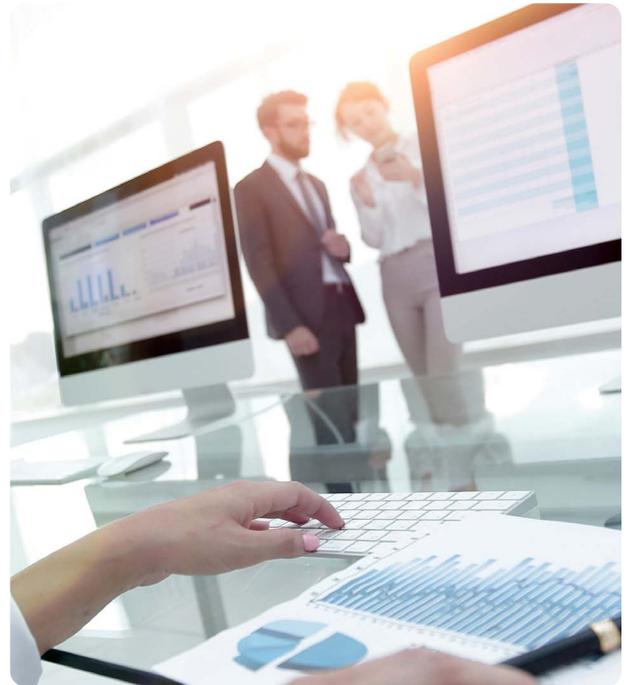


Transform paper-based workflows into efficient digital processes to drive agile and scalable business operations

Introduction

It's a new world of work. Organizations are rapidly evolving to meet the changing needs of customers and better compete in the digital age. New technologies and systems are leading the way, enabling companies to not only reach a wider audience, but also capture exponentially more insights into every aspect of their day-to-day operations.

This new wealth of knowledge has also created an indisputable fact: nearly all businesses, regardless of size or industry, are drowning in the unstructured data and paper documents created by these new technologies. Even worse, they are unable to convert this valuable data into useful, accessible and searchable information for the benefit of their respective businesses.



Transform inefficient, outdated processes with Ricoh Document Processing Services

Ricoh can help in many ways. For more than 20 years, we have been an industry leader in providing best-in-class document management and outsourcing solutions for virtually every vertical market across Canada. Our cloud-based ecosystem leverages breakthrough technologies to power Ricoh Document Processing Services and enable the conversion of data into highly valuable insights and workflows that help transform your organization while also giving you the tools to better manage—and effectively use—the flood of data that's created daily.

Most organizations still depend on paper-based processes to get much of their work done. Ricoh Document Processing Services not only scans and captures this traditional data, we classify it for better organization and use by all

departments. Once we get a clear understanding of how you operate, our flexible services toolkit architecture enables us to design digital workflows that apply intelligent automation to your business processes. By automating these key workflows—and modernizing the way your employees have traditionally worked—your business becomes more nimble and better able to take advantage of this real-time data to make smarter, more strategic decisions in less time. More importantly, it means that your employees can stay focused on what really matters—your core business. We'll take care of the rest.

RICOH DOCUMENT PROCESSING SERVICES

Our Document Processing Services also provide valuable advantages for your operations and IT teams. With document processing production centres across Canada, we can manage these non-strategic areas of your business off-site, enabling you to optimize real estate investments and minimize the impact on IT. If you prefer to keep them on-site, we can create a localized or hybrid solution to fit your exact document processing needs.

Whether it's a core service or an essential process that can benefit from optimization, Ricoh is ready to design a custom solution that improves your business in the following areas:

- **Cost savings** – With Ricoh processing your critical documents, it takes less time, supplies and labour to complete the workflow than it did before. That's valuable savings that can be reallocated for the benefit of the business.
- **Efficiency** – Our Document Processing Services and automated workflows are designed to take unnecessary steps and manual-entry errors out of your workflow. With these efficient new processes, data captured from all areas of your business is consistent, legible and highly searchable. Plus, work gets completed faster and with more accuracy, keeping your people focused on what they do best.

- **Security and compliance** – Paper-based processes create security vulnerabilities and make it harder to stay abreast of ever-changing legal and regulatory guidelines. Using Ricoh's digital-centric processes and workflows, organizations in every industry can keep their information more secure and compliant while also putting less responsibility on employees.
- **Business continuity** – Now, more than ever, organizations need technologies and services that enable their business to run smoothly even during a crisis. Whether its planned events such as IT maintenance, looming emergencies like a blizzard or pandemic, or unplanned acts that strike without warning, our digital-centric services help keep vital documents and data accessible to remote workers so that workflows can be completed without interruption.
- **Labour reduction** – By designing streamlined processes and automated workflows, organizations can reallocate employees to more strategic responsibilities that directly impact the bottom line.
- **Environmental initiatives** – For larger organizations, our digital-based processes can lead to significant reductions in energy usage, ink and paper costs, real estate requirements, recycling expenses and more.





Accounting Processes

An essential part of every organization, the accounting department can also be one of the most inefficient. Offload the burden of day-to-day accounting processes to us. Our technology and proven approach bring efficiency and accuracy

to cumbersome steps such as invoice capture, data validation, exception handling and secure delivery. You'll see cost savings and financial gains when we digitize your information, allowing your people to work on more important tasks.

Our best-in-class Accounting Process Services include:



Payment Processing

Even though it is declining in volume, payment by cheque is an inefficient and costly endeavour that all organizations must offer its customers. Newer digital replacement technology (electronic funds transfer or EFT) also requires a completely manual process that takes more time and often creates more errors. Ricoh eliminates this headache by creating a modern, PCI-compliant lock-box service that processes and deposits all payments by cheque and EFT, including validating and posting entries to your ERP system. In addition, this secure solution also provides post-dated cheque management, validation and exception management, and electronic correspondence forwarding, giving organizations a powerful new way to process payments.



Accounts Payable Processing

Every business depends on efficient cash flow. But when overworked staff and inefficient processes are causing you to miss vendor discounts or incur late payment penalties, it's practically giving money away. Ricoh can help by converting invoices into electronic format as part of an efficient digital workflow, key invoice data is extracted and delivered accurately and efficiently, resulting in accelerated business processes, reduced errors and cost savings. Plus, with this service, much of the time-consuming legwork (such as assigning of credits, GL coding lists, tax code application and verification) can be automated so you can pay invoices faster and lower costs associated with late, inaccurate, or lost payments.





Mail Processes

Mailrooms in large organizations are often cost centres that require significant labour investment to run smoothly. Whether you're looking for a partner to handle the sorting and distribution of your physical mail, wish to automate and digitize your inbound mail and delivery processes,

or trying to manage and control the high cost of return mail, we can create a tailored, full-service solution that cuts capital expenses, reduces labour costs and transforms your mail department into a highly efficient operation that employs the latest best practices.

Available for deployment on-premises or off-site, Ricoh's Mail Processing Services include:



Digital Mail

Processing mail costs more than you probably expect. Delays in processing transactional mail (documents that require immediate response or action) may end up causing even more problems, which can lead to dissatisfied customers, missed opportunities and increased costs.

Ricoh can create a digital mail centre on- or off-site that enables your documents to be immediately entered into your workflow, giving both in-office employees and mobile workers access to the time-sensitive information they need. This service also centralizes processing, so your business can take full advantage of Enterprise Content Management (ECM) and Enterprise Resource Planning (ERP) systems as needed.



Intelligent Delivery

No matter where they may be working that day, employees need their mail. Ricoh can create a digital workflow where physical correspondence is sent seamlessly via their regular email for pick up from their computer, tablet or smartphone. Employees can connect anytime, from any location, to see exactly what's in their mailbox and take immediate action if needed.

For the organization, Intelligent Delivery creates a digital record of each incoming mail piece, tracking the progress, history and delivery method of all incoming communication. This approach helps to create company-wide accountability and compliance by ensuring that mail is delivered to an individual's secure employee email inbox (which is usually more up to date than a physical address) and not left sitting out in the open on someone's desk while they're working remotely.



Return Mail

Critical mail that is never seen by the intended recipient is money down the drain and often results in a bad customer experience. Plus, the burden of Return to Sender (RTS) and Undeliverable as Addressed (UAA) mail can have a ripple effect throughout your organization, including departments dealing with remediation, an influx of customer service activity, higher labour and postal costs and more.

Avoid losing customers because of incorrect data entry, improper postal codes, or a simple lack of forwarding address. Our fully managed offering creates a robust, repeatable process that facilitates the collection, digitization and remediation of undeliverable mail across departments as well as your entire organization. By improving your ability to correct undeliverable mail (and stay connected to customers), your organization can not only cut remailing costs and reduce the threat of lost or delayed revenue, you can also strengthen compliance with industry regulations, avoid potential fines and help meet sustainability objectives as well.



Scanning Services

With more and more people working remotely or while on the road, their ability to access relevant, timely data is getting increasingly difficult. By transforming your paper-based workflows to digital document workstreams, your employees can do their jobs better—because critical business information is easier to find, retrieve, use and manage.

Ricoh's document imaging specialists can provide onsite digitalization for documents that can't leave your premises, or we can transport them to one of our Document Processing Production Centres located throughout Canada for efficient conversion.



Backfile Scanning

This high-volume service digitizes and archives your legacy files, reducing or eliminating the space, expenses and hassle of storing and maintaining hardcopies while also increasing data security and compliance. We can also classify and index the digitized data and even reformat it. By doing this, your information has greatly improved search and processing capabilities—a must for today's global organizations.



Day Forward Scanning

We help growing enterprises stay abreast of the massive amounts of data that they generate and collect every day. By developing workflows that digitize and capture new documents as they are created, organizations can create a more efficient workflow and archive for current and future work. This gives employees, at any location, the ability to find and access information that is complete, accurate and timely.



Intelligent Capture Services

Across every industry, the way business gets done can be completely unique to an organization. A workflow that is highly effective in one company might not work for one of their competitors. That's why we created our intelligent automation toolkit to be highly flexible—so it can adapt to your specific challenge and deliver the process optimization solution you need.

While our toolkit can be applied to virtually any document workflow, here are some of the common line-of-business service offerings we provide for organizations of every size:

Forms Processing Service

Many organizations struggle to process and manage the number of hard copy and electronic forms they handle on a day-to-day basis. Our Forms Processing Service pulls data from identified fields on your forms and creates structured data which translates into efficient automated workflows.

Unstructured Document Processing Services

The sheer volume of unstructured data in any organization is staggering. Ricoh's Unstructured Document Processing Services captures that data and creates a structured format that is integrated with automated workflows to maximize the value of your data, reduce manual errors and increase operational efficiency.

Our industry-leading Unstructured Document Processing include:



Shipping Processes

As businesses expand globally, shipping and logistics is an increasingly complex, paper-filled process for even the biggest organizations. Ricoh can help you transform these traditional workflows into efficient digital processes that have a direct monetary impact on your operations:

- **Waybill / BOL Processing** – Processing of standard shipping documents such as commercial invoices, bills of lading (BOL), waybills, invoices, proof of delivery (POD) documents as well as tax and country codes.
- **Customs / Brokerage Forms Processing** – Processing of brokerage and import documents such as manifest/ cargo control documents (CCD), Canada Customs forms (B3), import permits, health certificates, certificate of origin or any other applicable Federal and/or International Free Trade.

Using our services, documentation generated during the shipping and logistics process is captured, indexed and securely stored in a centralized location for easy retrieval. Not only does this reduce administration time and costs, it also cuts down on manual entry mistakes and allows you to invoice for your services faster.



Claims Processes

Insurance providers want to spend their time servicing customers. Unfortunately, for most companies, the current claims process takes valuable time away from doing that. Ricoh can help by converting this inefficient and time-consuming process into an efficient electronic workflow that accelerates payments, quickly confirms new policies and expedites the general decision-making process. From expenses and rebates to warranties, proxies and more, we can design a claims processing solution that saves you time, labour and costs while improving data consistency and control across your various offices.



Financial Services Processes

As anyone who has applied for a mortgage or loan knows, there's a massive amount of paperwork that is generated. By efficiently capturing and processing such data-intensive paperwork as loan and mortgage forms, new client applications and title documents, we can help expedite the approval process as well as ensure that all compliance and regulatory mandates are followed.



Transform your data into a competitive advantage with Ricoh Document Processing Services

Make no mistake, as competition increases across every industry, organizations are evaluating their workflows to weed out inefficiencies and become more responsive to customer and market demands. Let Ricoh Document Processing Services assist you by converting those outdated, paper-based processes into intelligent, automated digital workflows so you can better manage and use your data and turn it into a competitive advantage.

**To learn more about Ricoh Document Processing Services,
contact your Ricoh Solution Consultant or visit www.ricoh.ca**

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