

How HR leaders can use technology to boost employee experience



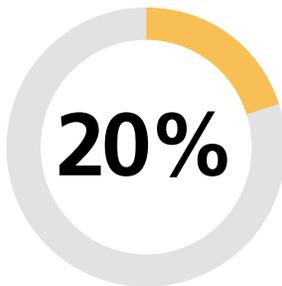


Introduction

How and where we work, collaborate and share information has changed. Throughout 2020, organizations had to contend with unexpected and ongoing disruptions. Businesses had to quickly adjust to ensure that their employees remained engaged and productive, while maintaining operations and customer satisfaction. Change is inevitable in today's new world of work and businesses need to be resilient and flexible.

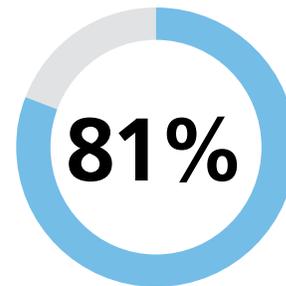
A 2021 Deloitte report found that 60 per cent of C-suite executives believe we will see regular disruptions moving forward¹.

In light of this, human resource (HR) leaders will need to refocus and refine their activities based on the evolving needs of a hybrid workforce. While many employees continue to work from home, safe workplace reopening remains an important item on HR's agenda. According to a PWC survey report, 59 per cent of Canadian employees are now working primarily remotely, which is a significant jump prior to the pandemic². While many employers plan on returning to the office at some point, 74 per cent of CFOs say they expect remote work will become more permanent as companies look to reduce physical office space³.



of employees want to go back to their workplace full time⁴.

Source: PWC Canadian workforce survey 2020



of organizations are planning to permanently retain or expand remote working options⁵.

Source: HSPA survey June 2020

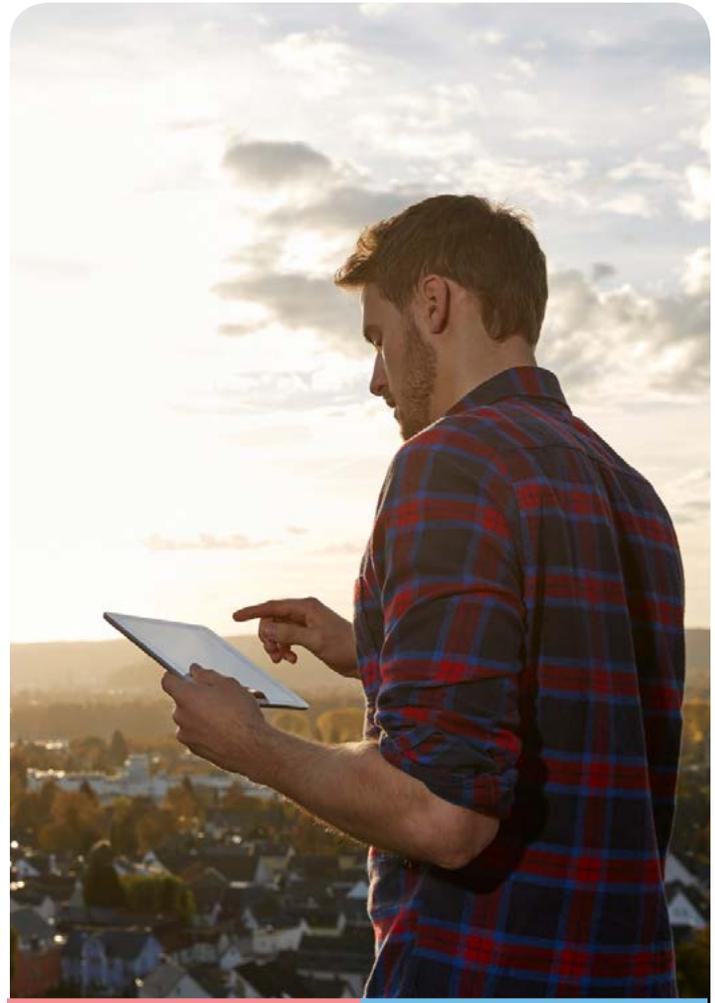
1 Source: 2021 Deloitte Global Resilience Report.
2 Source: PWC Canadian workforce of the future survey July 2020.
3 Source: Gartner (April 2020).
4 Source: PWC Canadian workforce Survey
5 Source: HSPA Survey June 2020

Eliminate paper in your HR department

As your organization responds to changing economic and social conditions, replacing paper-based processes with digital workflows will enable you to concentrate on helping employees navigate new workplace challenges.

HR-related administrative functions are time consuming and labour intensive when they are paper-based or reliant on disjointed technology like Excel spreadsheets, shared drives and software that cannot share data. If a company uses manual processes, HR can be one of its most paper-intensive departments. Using a free file sharing app like Google Docs or Dropbox may feel like a step up from using paper. However, these apps are designed to enable collaboration on a project at one point in time. They do not allow for management of the full document lifecycle or for version control, automated workflow and security that protects your company from fraud and cyberthreats.

With a document management system, centralization, privacy protection and business process efficiency are built-in. HR department managers, employees and contract workers use one system enabling a consistent approach throughout the organization. Automation frees staff from the inconvenience of managing long email chains and constant status inquiries. In addition, employees and managers may already be familiar with the interface if the solution is used to increase productivity in other departments.



“My company’s personnel files are in one secure, searchable place. What’s not to love about that solution?”

– HR Manager

When an HR department goes paperless it replaces paper records with a centralized digital repository and protects sensitive employee information with secure access rights and data encryption. It also opens the door for employee self-service through features that include eforms, authorized employee searches, electronic signatures and portal integration.

“Even when we moved offices and doubled our staff, the solution kept our workflows running and our documents safe.”

– Director HR Operations



With office automation in your toolbox, you and your HR team can focus on strategic issues like employee engagement, preserving the company culture by scheduling virtual events and training, and offering a quick response to workplace issues as they arise. With HR taking on more responsibilities to help guide the business through transformation, automation can help manage the workload from the influx of strategic initiatives and administrative tasks – helping to empower organizations to become more flexible and resilient.

Truth be told, many organizations struggle with automation and standardization in this particular area historically, because it has been too complicated. HR processes all share some common characteristics that make them ideal candidates for automation – if the solution is easy to deploy and use.

- They are all labour and document intensive
- They are all prone to compliance and legal challenges
- They all require a need for information and process security
- They all tend to be adhoc and cry out for standardization

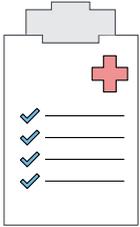
Human resource processes should be treated as an ecosystem, not as disconnected silos - and we see other organizational departments fall into a similar trap. This can cause communication breakdowns, lost productivity and frustration across the board. A well-oiled HR engine also helps to improve the employee experience and foster a positive corporate culture.



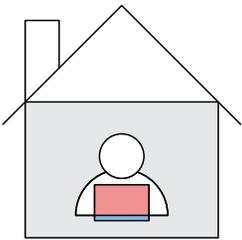
Getting started with office automation

Replacing paper processes with automation means increased efficiency in processes that range from recruiting and onboarding to separation. Workflows that improve communication between HR, managers, and employees contribute to an increase in employee response times and enable open and transparent communication channels between all stakeholders.

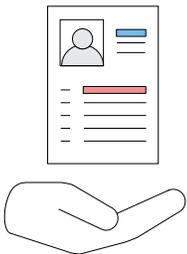
This is a brief overview of some of the functions where digitization with a document management system has significant impact.



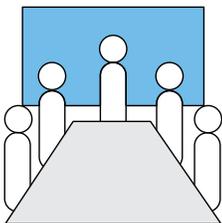
1. Managing health screening requirements: HR usually plays a role in leading the effort to provide a secure way to screen employees and visitors to determine their health status before they enter your office. These precautions are highly visible and assure employees that it is safe to come back to work. Automating this function with eforms and automated workflow provides contactless check in/check out, a record of who is in the building at a particular time and proof that health and safety guidelines have been followed. The information is saved, searchable and readily available if contact tracing is necessary.



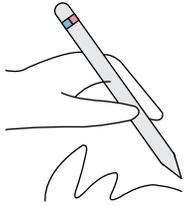
2. Serving remote employees: Digital document management secures employee files in an encrypted repository and protects them with controlled access rights. Employees working from home get easy access to benefits information including healthcare and childcare flexible spending accounts, employee assistance programs, and time-off requests. Not only can your HR team see documents and workflow status from anywhere and on any device, but employees can securely access their individual records. Employee self-service and quick response time to requests for information saves time and effort for the employee and for you.



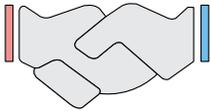
3. Employee records management: A document management solution easily adapts to your corporate records management policies and procedures, scales as your organization grows, easily adapts to your unique HR workflows, and integrates with other systems. It also eases the stress of internal or external HR audits, payroll taxes and workers compensation claims.



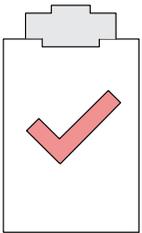
4. Administration policies and procedures: When HR pushes out new policies and procedures, document management software makes distribution easier and provides an audit trail that confirms receipt. Electronic forms make obtaining employee sign-off faster, easier and more cost-effective.



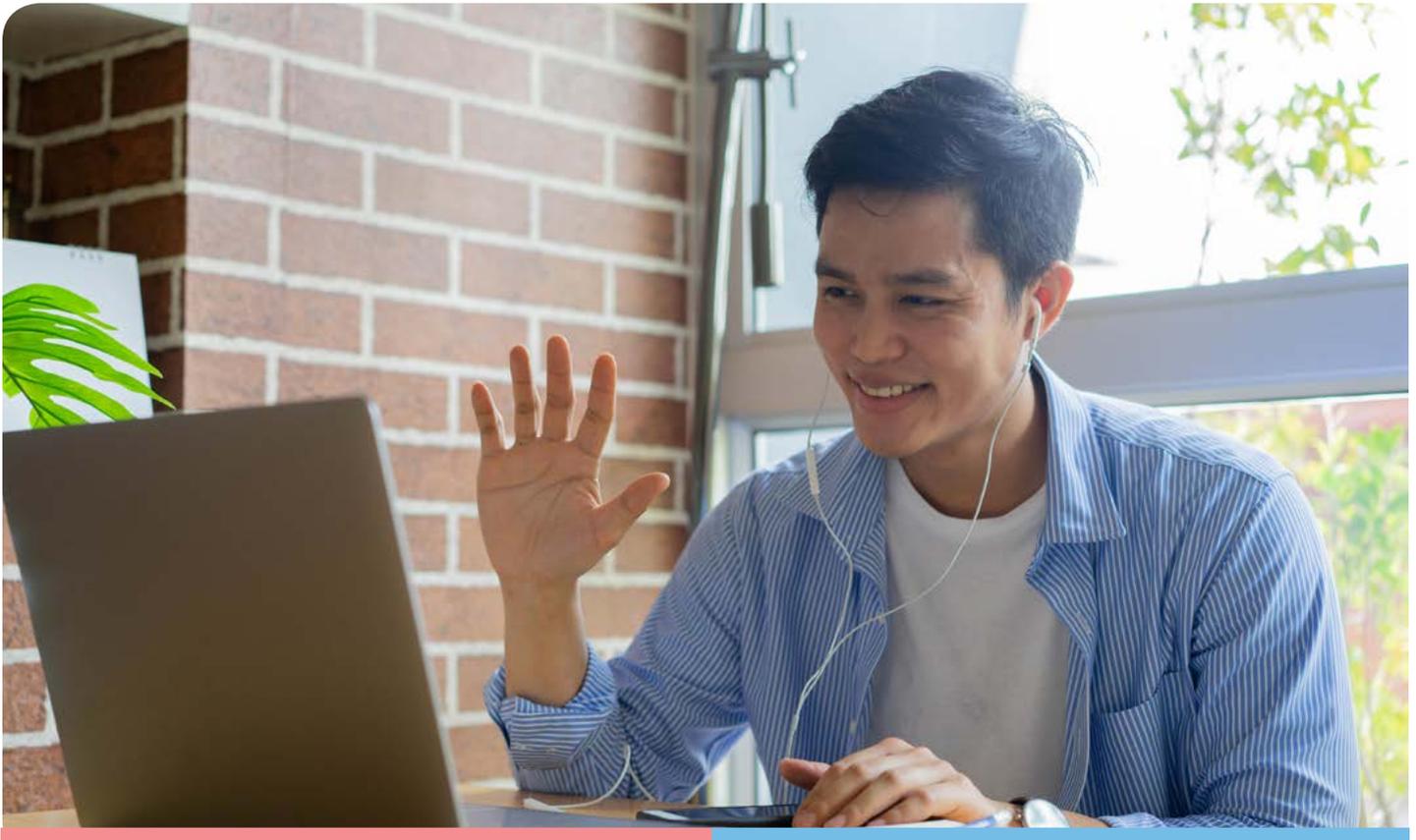
5. Recruiting: Now that most recruiting takes place online, it is even more valuable to process resumes sent via email automatically, review them and send appropriate resumes to the correct hiring manager. Internal electronic resume distribution ensures that everyone who will be interviewing a job applicant has access to the information. In terms of HR workflow efficiency, setting up hiring approvals electronically makes the process consistent and repeatable while creating an audit trail of all hiring activities.



6. Onboarding: The first 90 days a new employee spends at an organization often determine how quickly the employee becomes an engaged member of the workforce. Some new employees, who were interviewed online, may not have the opportunity to meet you or their boss before they start work. Automating the onboarding routine ensures that new employees feel welcome and well-equipped to make their first days on the job stress-free and productive. To make sure all the bases are covered you can create an onboarding checklist of required tasks, including acknowledgement of employment, confidentiality agreements, employee handbooks and initial training plans. You can easily manage new hire provisioning to provide employees with all items needed to start -- even if the items are delivered to their homes rather than to your office.



7. Performance management: With automation you can customize performance appraisal templates and set dates for automated reviews, while capturing and storing all the information. Hiring reviews, salary approvals, annual raises and performance-based increases are all streamlined into efficient workflows that benefit the business and the employees receiving it. On the flip side, you will have a clear, consistent trail of documentation detailing an employee's work record if you are dealing with performance issues.



Employee management starts with employee records



Start simple. Provide a central, secure home for each employee's documents. Then introduce key workflows when you're ready to standardize processes and approval chains.



Conduct an inventory of the core documents and workflows that are part of your current process.



View HR as a system of processes, not a single process. Attack each sub-process one at a time but do so from a common document and process framework; these processes need to connect with each other.

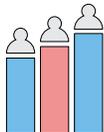
Bring together résumé, tax forms, certifications, reviews, succession plans and more into a secure, searchable repository and ditch the paper and messy shared drives.

When you're ready, use those documents in key workflows between you, managers and employees.



Recruiting

Create job postings, efficiently manage the influx of résumés, and use workflow to aggregate feedback from internal stakeholders.



Talent pool

Build a centralized pool of qualified applicants for current and future openings. Search across résumés, cover letters and applications.



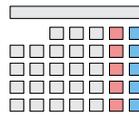
Onboarding

Give employees the best possible start by minimizing busywork and ensuring laptops and other equipment is ready to go on day one.



Performance reviews

Monitor each employee's performance, provide early assessments and conduct interviews in a structured manner.



Time-off management

Give employees the power to request vacation time, personnel time or medical leave — and track all of it from one location.



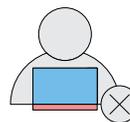
Legal compliance

Keep confidential information safe with access rights and retention policies to comply with GDPR and other legal requirements.



Certifications

Manage certification applications and renewal reminders for all employees, including trainees.



Employee separation

Automating this process with explicit tasks to ensure nothing is missed and the exit process is completed accurately.

Strategic benefits for you and your HR team



Demonstrate expertise

No amount of HR competence will help if your processes can't provide a path for your employees to follow your lead. Build confidence as a reliable business partner.



Maintain transparency

Your colleagues are counting on a neutral, transparent business partner. Stay objective through the toughest HR days with secure records and dependable approval workflows that protect you, your team and the company.



Focus on results, not process

By establishing a rock-solid and compliant base of secure personal records management and processes, you can focus on why you got into HR in the first place: helping colleagues navigate recruitment, onboarding, annual reviews and more.



Be ready for the exceptions

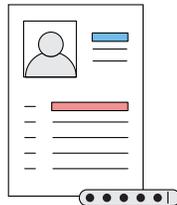
The world of human resources guarantees one thing: there are always exceptions. With flexible process management and the ability to craft ad hoc workflows, it's no trouble to handle whatever the day throws at you.

Big leaps in day-to-day productivity



Go paperless

Get rid of paper once and for all. Convert the stacks of paper overwhelming desks into fully searchable and usable digital documents.



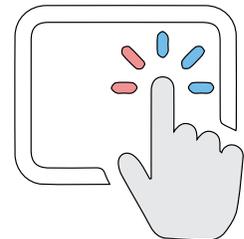
Secure confidential data

Protect yourself, your employees and the organization with controlled access right, data encryption and modern privacy models.



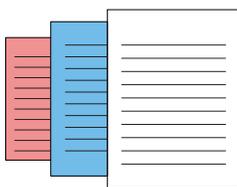
Digitize forms

Convert annoying PDF and paper forms into efficient (and easily changeable) web forms and stop wasting time with redundant data entry.



Empower self-service

Not only can your HR team see documents and workflow status from anywhere and on any device, but every employee can securely access their individual records.



Access versions

Use flexible version control to maintain a careful record of dynamic documents like contracts for quick reference to previous changes.



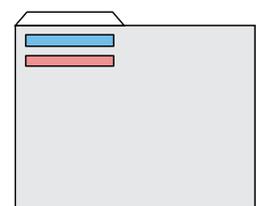
Own your information

If you change ERPs or HCMs, move offices or experience other organization change, data is always yours and always safe.



Expedite audits

Simplify audit prep by collecting secure documents with just a few clicks. Deliver detailed, tamper-proof audit trails.



Apply retention rules

Dictate how certain documents are stored, when they should be destroyed and approval workflows for doing so.

Ricoh's DocuWare Solution for Employee Management



Your HR team can no longer afford the cost drain, security risks and wasted time of scattered employee records and error-prone manual processes.

Your needs are clear: eliminate paper and disorganized shared drives. Get rid of long email chains and constant status inquiries. Move records into a secure environment to protect employees and your organization.

[Ricoh's DocuWare Solution For Employee Management](#) digitizes, centralizes and organizes employees' HR documents within a secure, searchable repository. Within the DocuWare solution, HR teams can use ready-to-go digital workflows and forms for applicant tracking, hiring, onboarding, performance reviews and time-off request management.

Now you can:

- **Connect** all team members involved in candidate selection within a unified, digitized process
- **Capture** employee onboarding information once and automatically populate other required forms
- **Automate** onboarding tasks and organize all documents for new hires
- **Monitor** your performance appraisal timeline with automatic notifications
- **Secure** employee files in an encrypted repository and protect them with controlled access rights
- **Satisfy** employee privacy and regulatory requirements
- **Improve** employee service and retention

Get up and running in just days when you shift to [DocuWare Solution for Employee Management](#).

Flexibility for your HR team

[DocuWare Solution for Employee Management](#) provides a fast on-ramp to long-term value. The solution easily adapts to your corporate records management policies and procedures, effortlessly scales as your organization grows, easily adapts to your unique HR workflows, and integrates with other systems. Employee records are compliant and accessible from anywhere and from any device.



Unlock a new level of HR productivity:

- **Centralize employee files:** Organize and store all employee records in a multi-tiered folder structure that differentiates access rights among HR, managers and employees – ensuring audit-readiness and compliance with PIPEDA and other regulatory requirements.
- **Streamline recruitment:** Create job postings, receive and automatically index resumes based on pre-defined skill sets, and use workflow to route applicants for review, schedule interviews and gather applicant feedback. Set up automatic email notifications to candidates.
- **Eliminate redundant information capture:** Leverage web forms to capture all required employee data upfront. It can also populate other on-boarding documents such as tax, benefits and other employee forms
- **Coordinate and automate onboarding:** Create an onboarding checklist of required tasks, including acknowledgement of employment, confidentiality agreements, employee handbooks and initial training plans. Send automatic email notifications to appropriate individuals within your organization.
- **Organize performance reviews:** Customize performance appraisal templates and set dates for automated reviews, while capturing and storing all the information.

DocuWare is best-in-class

“DocuWare has significantly impacted our business and streamlined our processes. Our onboarding procedure is considerably easier and quicker for both applicants and staff and the use of online web forms results in complete, accurate information. On a corporate level, we have access to all employee files from each of our 26 locations, smoothing our audit process and improving our efficiency. DocuWare has helped us move our business into the modern age.”

--Rachel Martin, VP of Operations, LGC Hospitality



- True multi-tenant SaaS solution built on Microsoft Azure for high reliability, scalability and security
- Built for converting manual, paper-centric processes into fast digital workflows
- Easy to use and straightforward implementation
- Subscription model eliminates upfront investment and provides an immediate ROI
- Extensive experience with digital transformation within human resources

CUSTOMER SUCCESS STORIES





Young Automotive Group (U.S.)

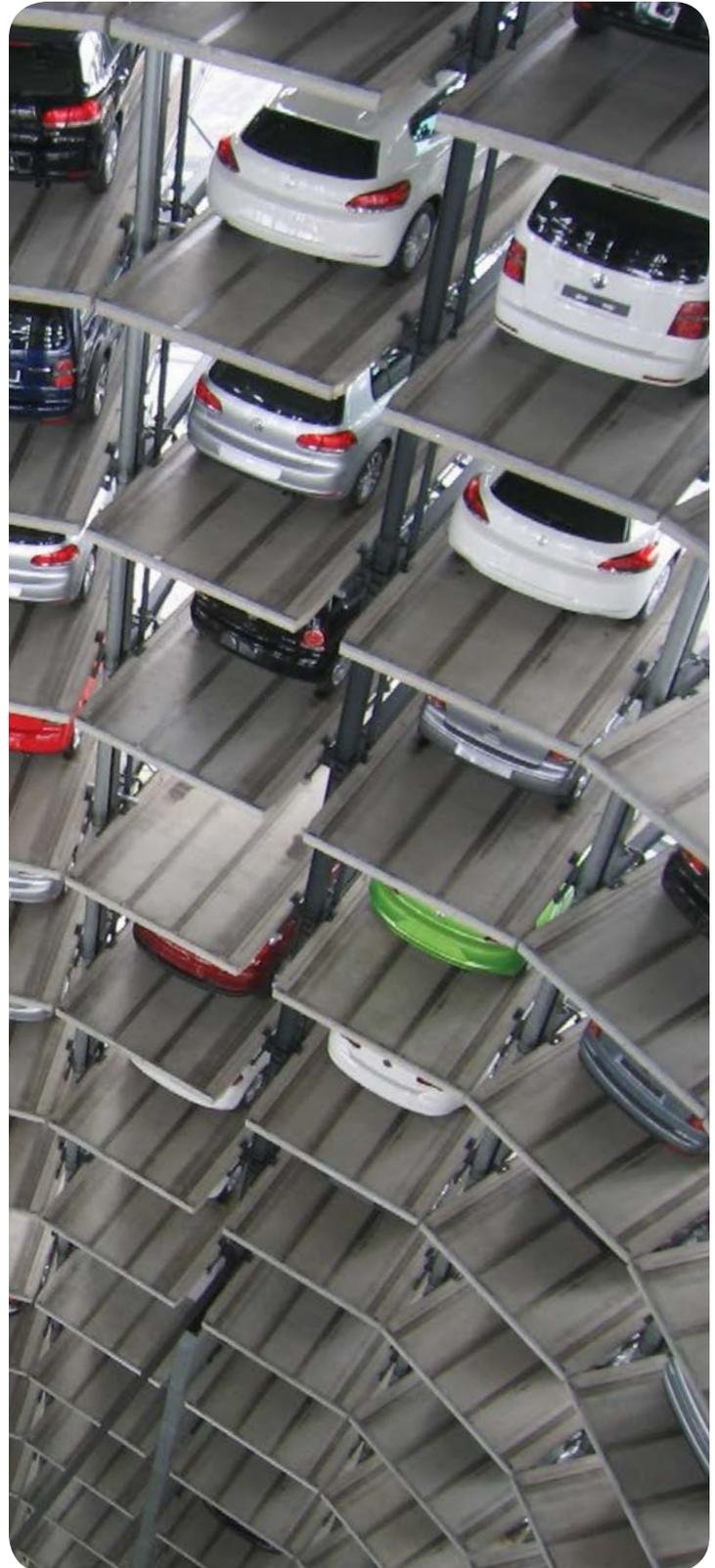
Young Automotive Group digitizes human resources operations to speed up processes, eliminate unnecessary travel, reduce delays, decrease paper usage and cut down expenses.

Business Challenges:

A premier car sales company in Layton, UT, Young Automotive Group carries almost every automobile brand on the market along with a used inventory of over 1,200 vehicles. With over 900 people and 90 years of business history, the company strives to provide buyers with a perfect vehicle that fits their budget. Excellent customer service and a strong emphasis on the people they hire play a major role in achieving this.

Streamlining new employee orientation process

Prior to installing DocuWare, Young Automotive required all newly hired employees to go through a four-hour new hire orientation process in one specific location. That required people to travel, sometimes from remote locations and out of state, merely to complete paperwork. The process was inconvenient, lengthy and increased the company's expenses as it reimbursed new employees for travel expenditures and gas mileage. "We figured that if we could send the information to them digitally and they could enter their information digitally in real time, it would definitely save us a lot of time and gas mileage that we were paying for," says SharRee Shupe, HR Generalist. "We thought people could do all these things prior to even starting."





Business Results:

Digitizing employment procedures helps rid of cumbersome paper processes

After switching to DocuWare, Young Automotive Group digitized its HR procedures. Once candidates pass the interview with a manager, they receive a four-page pre-employment document via email. When the required digital paperwork is completed, it is instantly delivered back to HR personnel, who then forward the new hires their employment agreement.

The HR department also uses DocuWare to process exit interviews when employees leave the company. The employee termination information arrives as a DocuWare document, which HR processes digitally and the managers remove the employee's access. "In the past it would have been five different paper documents that needed to be completed, and now we do it all digitally," says Shupe.

Digitizing bonuses, benefits and management

Bonus rewards called Spiffs are given out to the staff. While employees are rewarded Spiffs for a variety of events across multiple locations, the process is the same throughout. Before DocuWare, when a Spiff bonus was awarded, the manager would have to submit paper forms manually to the payroll department to request the specific dollar amount being given to the employee.

Now, HR seamlessly processes the digital form, deducts the taxes and electronically rewards the dollar amount specified by the manager to that employee. "DocuWare helped to set up a form, a list and a way to track those things," Shupe says, which, given the volume of Spiffs, saved the team a lot of time. "We process about 100 rewards a week."

Using digital forms, the company streamlined other employee benefits, such as advances on paychecks or deducting auto repair costs from the payroll. The company also uses DocuWare for employee recognition, in which managers can fill out a form to recognize an outstanding performer. In the past, requesting certain benefits and actions required multiple managers' approvals followed by HR processing, resulting in paper forms transferred from person to person. After digitizing the forms, the processing time and the amount of lost information decreased significantly. "It just works so much easier and we don't have any missing information," Shupe says. "DocuWare saved me a lot of time."

Future plans: Going fully digital

Last year, the company hired 300 new employees, each of whom filled out 19 documents, all stored in DocuWare. This, combined with 5,000 spiff requests, brings the total annual number of documents stored digitally to over 10,000. "We save a lot of paper and ink," says Shupe, adding "our goal is to go completely digital."



"I was on the phone with a new hire instructing how to fill out our digital forms. He pressed the button and the form "disappeared". When I told him I already got the form on my end, he was impressed by how quickly our system works."

**--SharRee Shupe, HR Manager,
Young Automotive Group**



Federation of Organizations (U.S.)

Federation of Organizations provides health and wellness, housing and support services to individuals and families in New York City and neighbouring Long Island.

Business Challenges:

A multi-service, community-based social wellness agency, Federation of Organizations provides health and wellness, senior and children's, housing and support services in Suffolk, Nassau, Queens, Brooklyn, Bronx and Manhattan. Federation had been using the DocuWare on-premises solution for almost 10 years but utilized only basic capabilities. IT Director Michael Serrano wanted to review and further leverage the DocuWare solution. He learned about the increased functionality that would be gained by migrating to DocuWare Cloud and educated the department heads and staff about how the cloud worked. "I broke down the misconception that if software is not on-premises it's not secure," Serrano says. "Once I explained how information is encrypted and transmitted, everyone jumped on board."





Business Results:

Migrating to the cloud

Serrano developed a migration plan and the cloud solution went live in early April 2020. At the time, employees were adapting to working from home due to COVID-19, but because they were already familiar with DocuWare, the transition was straightforward. "Since the staff had a core understanding of the processes, transition time was minimal," Serrano says. "Everyone acclimated quickly, and the tools DocuWare provides helped ease the stress." Federation also integrated DocuWare Cloud with its Abila MIP Fund Accounting software.

Automation streamlines workflows for remote workers

DocuWare's automation features streamlined managers and staffers' key tasks. Now, most documents arrive electronically so there is less need for scanning. Employees can print electronic documents directly into DocuWare. The documents are then sent to a monitored folder that automatically distributes them into the corresponding DocuWare in-baskets. "This is one of the ways DocuWare enables us to accomplish the full scope of our work remotely," says Serrano. "Workflows run as efficiently as they did when we were all in the office."

Employees also appreciate the system's automatic notifications and reminders. Once invoices are ready for approval, the manager is notified by email. Before automated reminders, approvers would set aside some time to go over approvals, but distractions could cause delays. "Now managers receive an email alert and click on a link that brings them into DocuWare," says Serrano. "This makes it more likely that they will approve documents immediately."

Future features and workflows

With the success of the cloud upgrade, Federation plans to add new workflows and features. The organization is currently implementing its first electronic form for onboarding and offboarding employees and plans to digitize the entire employee lifecycle. "For a not-for-profit organization with a limited budget that can fluctuate, relying on automation rather than expanding its workforce is crucial," Serrano says. "The focus is on being able to retain and leverage staff and to give them adequate time to work on critical tasks," he explains, adding that Federation will keep expanding its use of DocuWare. "I'm excited about what we'll be able to accomplish with DocuWare by the end of the year. And in 2021, we can take the solution to another level."



"DocuWare enables us to accomplish the full scope of our work remotely. Documents are sent to a monitored folder that automatically distributes them into the corresponding in-baskets; workflows run as efficient as they did when we were in all in the office."

**--Michael Serrano, IT Director,
Federation of Organizations**



B&M Retail (U.K.)

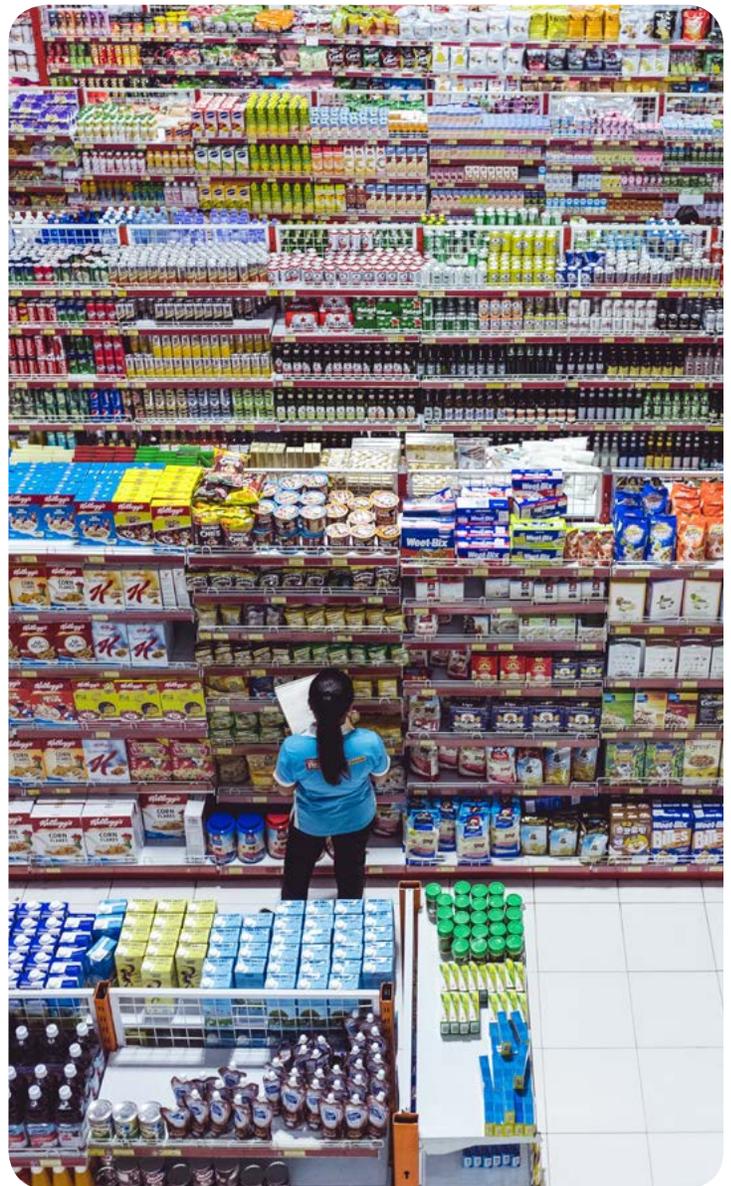
Rapid growth can overwhelm individual departments. At retail giant B&M, the human resources department could hardly keep up with new hires. Today, a digital document management system controls the entire onboarding process for the company.

Business Challenges:

B&M Retail is a fast-growing retail chain in the United Kingdom. Founded in 1978, it now operates more than 600 stores with approximately 28,000 employees. Many of their processes could not keep up with the company's dynamic expansion course of the last few years, particularly in human resources. B&M now relies on a digital document management system (DMS) to control all onboarding processes. This saves their HR team many, many hours of manual work.

In the past, new employees had to fill out and sign various paper documents in each branch during the hiring process. These were then sent to the head office, where the data was manually transferred to their personnel and accounting system. Since each new employee could only start work after this registration, B&M was very interested in reducing processing times. Especially in months with many new hires, the negative consequences of the lengthy paper-based processes were felt considerably.

The HR team was also looking for a simple to use solution that would comply with the latest legal regulations. A digital solution needed to be able to handle approval processes dynamically and provide greater transparency for filing and workflows. Several years earlier, B&M had upgraded its printing and copying equipment with the help of a large technology company and document management specialists. After intensive analysis of the situation, DocuWare was recommended as the right solution for the processes in the HR department.





Business Results:

DMS reduces processing times to a few hours

Since time is a hot commodity during rapid expansion, a simple but efficient workflow was initially set up. Registration documents filled out by new employees were scanned in the individual stores, transferred to DocuWare file cabinets, and then processed electronically by the head office. This initial solution enabled the company to hire new staff within a few hours instead of waiting up to several weeks for paper documents from the HR department as was previously the case.

Subsequently, the processes were further digitized, step by step. The DocuWare team continually consulted with managers and users, helping to fine-tune the technological framework for digitizing onboarding and meet the customer's needs.

Today, individual stores use web forms for registration, which are filled out and signed on a tablet by the newcomers. Transfer to the DMS is therefore no longer necessary because the documents are immediately archived in the document pool after being filled out with all the important index fields. DocuWare then informs the HR department at headquarters in real time about the availability of new personnel files – employees are now instantly set up in the system.

Hundreds of new hires per week? No problem!

Digitizing their onboarding process brought the company a number of benefits. With digital workflows, nothing stands in the way of the retail chain's strong growth. When larger stores are opened, several hundred new employees can now be easily hired within a week. DocuWare guarantees productive and agile workflows even at peak times. Since files are only exchanged electronically, the personnel team can now concentrate fully on processing requests. The DMS also securely logs all processes and documents in the digital file cabinet, so employees, working from anywhere, can transparently track the status of their own personnel file and documents.

The company is already planning to expand the use of DocuWare to include other processes, such as purchasing, approval of incoming A/P invoices and logistics, to take advantage of the full potential of DocuWare.



“What were once manual tasks are now handled by fully automated workflows thanks to the DMS. New employees can now be onboarded within a few hours – instead of weeks. Without process automation, we would not be able to meet the new legal requirements for onboarding.”

--David Grady, IT Director, B&M Retail



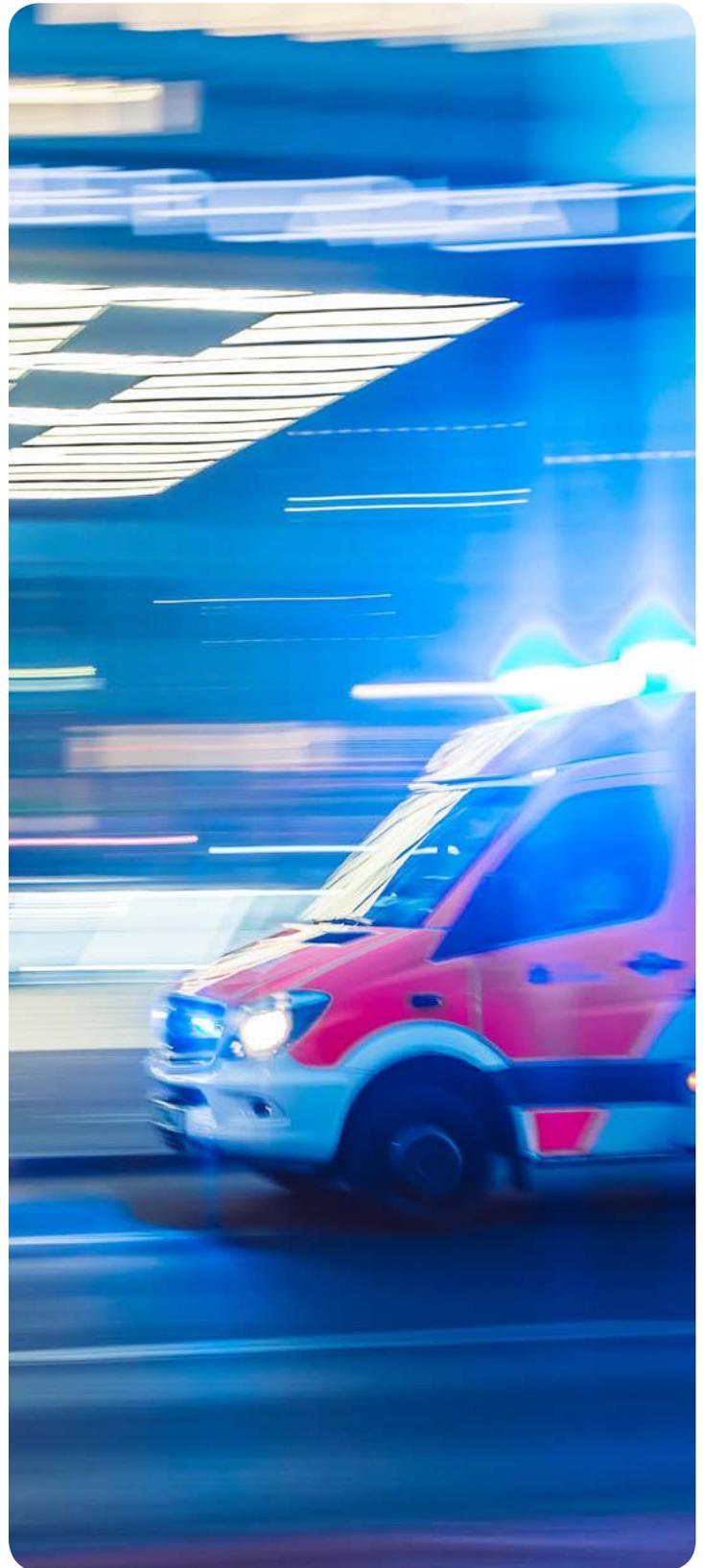
DIE JOHANNITER (GERMANY)

Johanniter Emergency Services is one of the largest aid organizations in Europe. A central document pool ensures the secure management of all personnel documents, while a digital workflow ensures quick invoice verification.

Business Challenges:

With almost 300 member groups, Johanniter Emergency Relief is one of the most important charitable organizations in Germany. Its commitment is broad: emergency medical services, disaster relief, first-aid training, but also work in the caring of children, young people and the elderly and sick. Johanniter is also active internationally, for example in the event of famine or natural disasters. The relief organization places particular importance on reliability, quality controls and cost-effectiveness. A document management system simplifies internal administrative processes, which also makes it possible to manage donations and maintain efficient corporate management.

The secure storage of all HR documents was the most important goal for introducing a DMS. A personnel archive needed to be set up for more than 20,000 full-time employees and 36,000 volunteers across all locations in Germany. The individual offices were to always have access to these documents. Central filing of sensitive documents are uncomplicated but at the same time protected access were key arguments. In addition, all invoice documents had to be stored in a tamper-proof and digital format.





Business Results:

The DocuWare deployment was launched at the association's headquarters in Berlin, where ten workstations were equipped with second monitors. In a second step, several regional associations received new multifunction devices for document digitization for nationwide use.

Today, more than 2,000 employees in all areas of the organization work with the DMS. DocuWare is integrated into the Diamant ERP system via an interface, allowing documents to be accessed directly from the commercial solution's interface.

Digital workflow controls approval process

All personnel files are now available (to authorized persons only) in digital form. Applications, sick leave documents, training certificates or change of address which arrive in the respective HR departments by postal mail are scanned by the staff, then assigned to the correct file via employee number and archived. A digital workflow is also used in invoice verification and approval. After scanning the paper invoices, they are indexed with Intelligent Indexing and stored in a tamper-proof manner. The DMS then notifies the employees of the regional offices responsible for approving payment by email, who sign off on the documents from a task list using a digital stamp. In some cases, the workflow controls several release steps at once, from the area manager to the board of the regional office. At the end of the process, the documents for payment end up in the accounting department.

Quick document access saves money

The digital invoice approval process is much faster today – especially since the various offices of the aid organization are often far apart and documents previously had to be sent by post. Now, they can benefit from early payment discounts. Thanks to digital employee replacement rules, invoices are no longer left unprocessed, even if employees are ill or on vacation. The accounting department always has an overview of where a receipt is now and can also easily determine afterwards who checked what and when. Likewise, area managers can quickly call up all invoices from the previous year for planning the next annual budget.

Employees in the personnel department also appreciate the quick access to documents. Since they no longer have to send files to the regional associations by post, they can be sure that no unauthorized person can access them. At the same time, they are saving time and money. That is why DocuWare is constantly being expanded. The next major project is a nationwide archive for home emergency calls, similar to a digital personnel file. For this purpose, the DMS will be seamlessly integrated into other software systems.

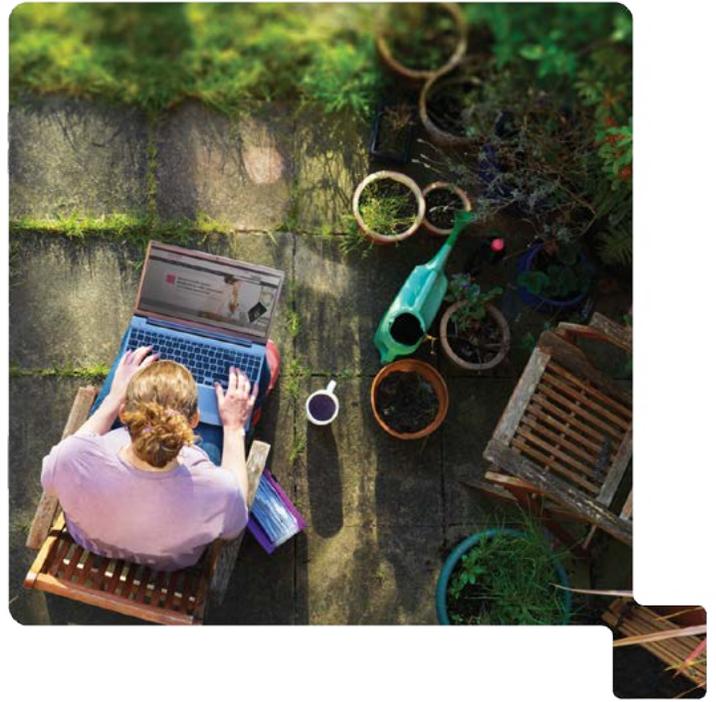


“Today, we have made many of our processes much more efficient. In the area of Human Resources, employees have faster, central access to their personnel files. With management of our incoming A/P invoices, we have been able to optimize the payment approval process through digitization.”

***--Stefanie Schlinke, IT Administrator,
Johanniter Emergency Services***

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Ricoh's award-winning DocuWare is recognized as one of the best document management solutions in the market and has helped 14k customers of all sizes, across 90 countries go paperless and simplify work by digitizing, automating and transforming key business processes.

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