



The finance leader's guide to empowering the **digital workplace**

Future-proof your organization for long-term success
in the era of hybrid work.



Foreword

As finance leaders guiding our organizations into the new era of hybrid work, many of us are rethinking our current strategies to enable business resilience and a more agile workforce. In today's complex environment, we must navigate unprecedented disruptions and potential risks that can be mitigated but not controlled. Despite these challenges, it also presents us with opportunities to redefine how work gets done, deliver even greater business value, and future-proof our organizations for growth.

We wear many hats as finance leaders today, from overseeing an efficient finance function to working with IT leadership to create a strong IT infrastructure, and interacting with other stakeholders to help optimize key business processes to effectively enable hybrid work. Change is imperative - we must adapt to stay ahead of the various risks that come from today's environment. This is where leveraging data and the application of workplace technologies are essential to our resilience strategies, and in guiding our decision-making for long-term growth.

Beyond that, building organizational resilience and agility is most successful when it's built upon a sound understanding of how strategies – digital transformation or business growth – impact our people in a way that empowers them to work more efficiently, securely and improve their overall work experience. In today's hybrid work, enabling a digital-forward workplace is no longer optional, it's critical to driving better productivity and profitability. However, workplace technology also needs to align with employee and operational needs as this is key to fostering a collaborative environment, driving higher engagement, encouraging innovation, and increasing productivity. Inevitably, it not only cultivates better employee retention, but also a more cost-effective business operationally which positively impacts the bottom line.

The way we work has changed. Adopting the right workplace technology and building a modern digital infrastructure helps enable better hybrid work, processes, data security and information accessibility. With this eBook: *The Finance Leader's Guide to Empowering the Digital Workplace*, we hope to provide you with a guide to leverage technology in your own key business areas to redefine work and drive positive organization-wide change today – and in the future.



Julian Jugmohan
VP Finance, Customer Admin and IT,
Ricoh Canada



Finance leaders – leading and sustaining change. **For better.**

Accelerated by the pandemic, the role of the finance leader has shifted from a predominantly finance function, to spending more time as a strategist and agent of change in corporate strategy and generating business value.¹

¹Reshaping the CFO Role

Many finance leaders today are playing a much larger role in leading initiatives to drive organization-wide transformation. In addition to managing their organization's traditional finance function, finance leaders are also navigating change and disruption; ranging from market volatility to the evolving demands of the dynamic workforce, and the need to invest in digital technologies to better support hybrid work. Although today's business environment presents many challenges for finance leaders, it also creates new opportunities for growth.

The cross-functional role of finance leaders involves a balancing act between delivering profitability and stronger business outcomes, with playing a more strategic role in driving better efficiency, greater agility, and developing stronger resilience to weather the unexpected, and better manage risks.

With today's complex environment and on-going rise of digital technologies, how can finance leaders leverage innovative technologies to create long-term value and support their strategy for sustainable growth?

Driving **business growth** in today's complex environment

Unprecedented disruptions and a rapid shift to remote work reinforced the importance of preparation, agility and resilience. Forward-looking finance leaders must now update their strategy to align with new business priorities and long-term sustainability given today's market uncertainties. Importantly, supporting processes and digital investments need to create an IT infrastructure that can support business continuity, and protect the organization from security threats and unforeseen disruptions.

Digital transformation has evolved to become a fundamental part of core business activities that support hybrid work, agility and build better resilience. It also redefines work by enabling more seamless business operations which drive better customer experiences and stronger business outcomes.

The benefits of digitizing key business activities extend across the entire organization, from finance to IT, HR, sales and marketing. However, its biggest value is that digitizing key business activities leads to automation, and better optimization of processes and workflows which in turn; leads to greater efficiency, productivity, collaboration,

“Making the right digital investments used to get CFOs extra credit. In 2022, successful digital transformation will become the baseline for even, solid performance for all finance leaders.”

Alexander Bant,
Chief of Research for CFOs at Gartner²
[²These Are the Top CFO Priorities for 2022](#)

security, and employee engagement. More essentially, it provides finance and other business unit leaders access to critical insights that inform strategy. By having more visibility across the organization, business leaders can make better, informed decisions and create opportunities to:

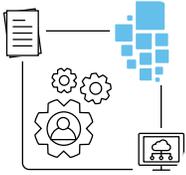
- Reduce costs
- Identify and seize new opportunities for growth
- Drive both top and bottom-line growth
- Increase data security and compliance
- Improve customer experience
- Drive better employee productivity
- Attract and retain top talent

The last few years have shown organizations that market, customer and employee needs are constantly changing – and this will continue. It is critical for finance leaders to work even more closely with other business functions to be better prepared in managing risks and keep the organization running in the face of disruption. And one of the most future-proof ways to achieve this is by rethinking their current digital workplace technologies, and how they can enhance it to better support the overall business strategy and drive resiliency.

82% of CFOs are accelerating their investments in digital technology.³

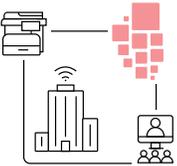
³[Top priorities for finance leaders in 2022](#)

Where can finance leaders adapt to help **future-proof for growth**?



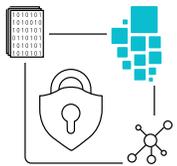
Business Process Management

Future-proof your organization by automating workflows and streamlining processes. Optimizing business processes will help you and your team work better, faster, and more securely. From anywhere.



Digital Workspace

Support seamless digital workspaces with a scalable ecosystem of print, communications, and workplace management solutions. Keep employees productive and engaged from wherever they work.



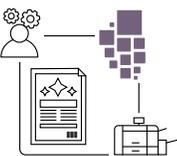
Cyber Security

Protect your business with cyber security solutions embedded in your core processes. Understand and manage your vulnerabilities, build a resilient IT infrastructure, and grow with confidence.



Cloud & IT Infrastructure

Modernize your IT infrastructure and harness the power of the cloud. Start with a custom roadmap to transform operations, pursue next-generation innovation, and enhance productivity.



Graphic Communications

Face the future with confidence. Transform the way work gets done to gain more control, increase profitability, and create a sustainable competitive advantage.



Business Process Management

Automate workflows and streamline processes

Optimize business processes to help you and your team work better, faster, and more securely.

Key benefits

- Enable access to critical insights on the strategic elements and functions of the business, from improving ROI to boosting revenue
- Integrated, secured and agile business processes
- Better supports business continuity even at times of disruption
- Reduce inefficiencies and human error
- Improve audit reporting and regulatory compliance

Workflow automation is a core aspect of the digital workplace and helps organizations excel at hybrid work. It streamlines critical business processes for faster, easier, and more cost-effective work.

In a remote work environment, how well information moves through the organization is a key component of both employee productivity and customer satisfaction - which has a direct impact on your bottom line. Maintaining common business processes like invoicing, accounting and records management can be a challenge for organizations that rely on outdated or even paper-based manual processes. To excel in hybrid work, your employees require instant, secure access to the information they need and the ability to easily store and securely share it.

Which processes can you automate?

The most common types of processes that are ideal for automation are:

- **AP/AR** – Automate invoice approvals, 3-way matching, and other AP processes as you monitor and verify purchases. Quickly provide PODs (proof of delivery) to accelerate AR with full process reporting for stress-free audits.
- **HR onboarding** – Streamline the interview and onboarding process, easily manage and route paperwork regardless of location, store information in a secured and compliant location.
- **Purchase order requisitions** – Keep process documents, material lists, and other notes clearly documented to retain records and ensure purchase orders stay on budget and on schedule.
- **Payroll** – Minimize time spent working through multi-site communications, exporting data, and waiting for updates and approval.

Apply intelligent automation to your paper-based workflows. [Read more >](#)

How finance automation is crucial for hybrid work [Read more >](#)

Digital Workspace

Keep employees productive and engaged — wherever they work

Design, integrate and support seamless digital workspaces, and increase employee engagement and performance whether working from home or the office.

Key benefits

- Streamline daily tasks and create, store and use information more effectively – reducing cost and waste
- Enable teams to connect, collaborate and innovate seamlessly wherever they work
- Securely connect to critical information regardless of location
- Optimize essential business processes
- Improve audit reporting and regulatory compliance



How and where employees work is constantly changing. Flexibility is required to meet the new demands of today's hybrid work. Support employees with resources that maximize collaboration and engagement, streamline communication and make work better.

As hybrid work models pave the way to the future, shifting to a technology ecosystem that enables seamless collaboration and efficient communication support organizations for sustainable growth, and accelerates better responsiveness across all areas of the business.

Driving digital workspaces also enables employees to remain productive from anywhere, which creates a ripple effect across the organization. For example, when employees can easily access critical information and collaborate with other departments seamlessly, they can respond to customers faster and provide higher levels of service, which has a direct impact on long-term customer satisfaction, retention and support stronger business outcomes.

As organizations across Canada embrace hybrid work, strategic finance leaders seek to answer important questions about their organization's readiness for the future of work:

- Is your infrastructure resilient enough to sustain current and future tools as well as current and future levels of hybrid work?
- Do your employees have access to the right technology to make working remotely a long-term option?
- What level of proficiency do your employees have in virtual collaboration tools?
- What amount of training and knowledge-sharing will your IT department be required to provide and/or support?

Support seamless collaboration in the new era of hybrid work. [Read more >](#)

Elevate your hybrid workplace [Read more >](#)



Cyber Security

Protect your organization and build a resilient IT infrastructure

Grow your business securely and confidently by taking the offensive against cyber threats with intelligent cyber security services and solutions embedded in your core processes.

Key benefits

- Detect and respond to cyber threats faster
- Protect your organization's reputation and maintain customer trust
- Enable better data protection and security compliance
- Mitigate risks and costs associated with data loss, privacy breaches, recovery, or downtime

Global cyber attacks have increased 151% making it a primary concern for the digitized workforce.⁴

⁴Canadian Centre for Cyber Security



Organizations are increasingly concerned about the growing threat of cyber attacks, which target customer and financial data, and other critical business information. The impacts can be crippling, including downtime from the complete shutdown of data centres, supply chain and business operations, loss of reputation with customers and partners, and other significant financial ramifications.

Many organizations are unsure of what their cyber security posture is, and their protection level against threats such as ransomware and other security incidents. This can lead to several issues, including wasted security expenses, misalignment between security initiatives and company objectives, and a lack of security direction in general.

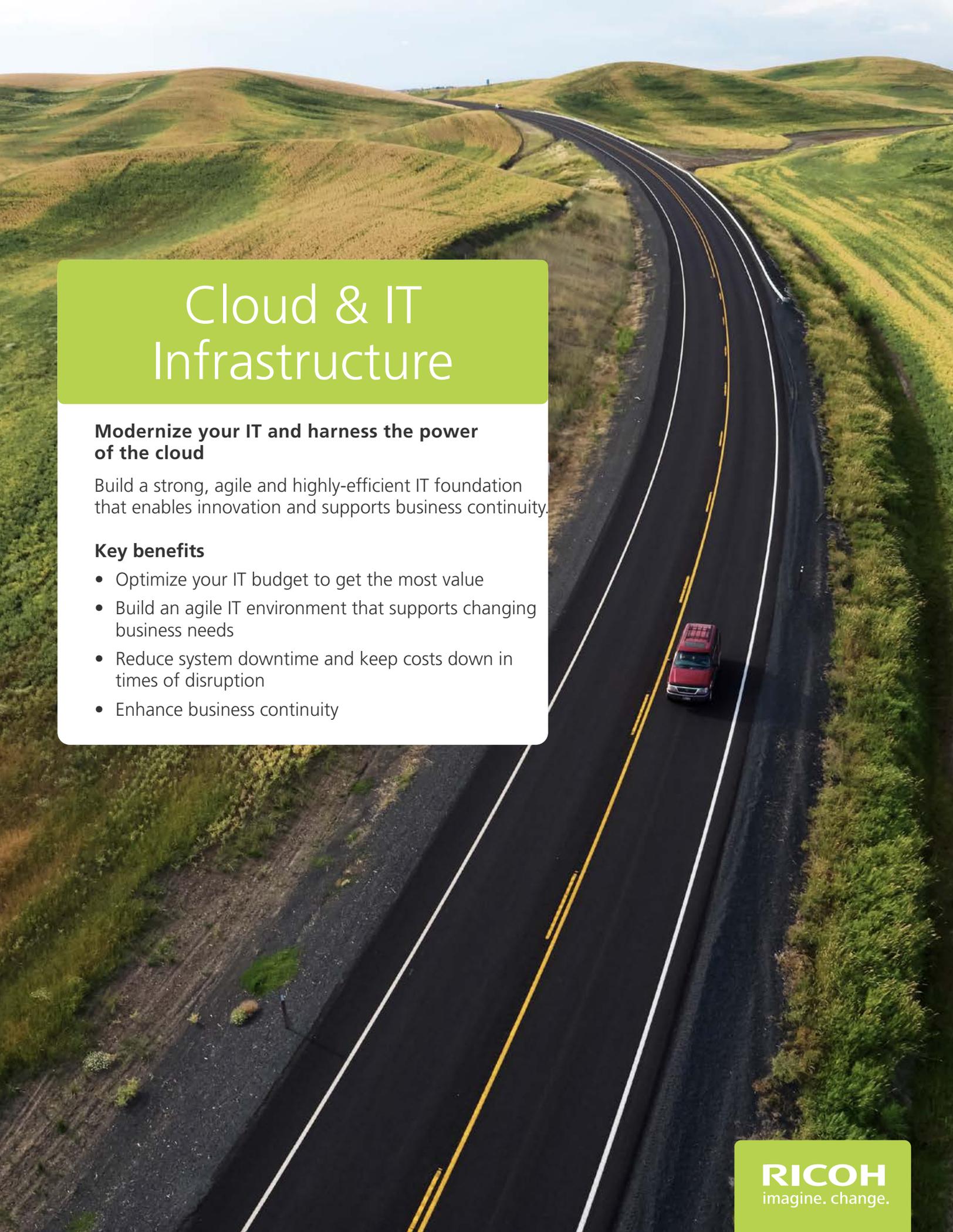
Breaches happen. How well is your organization protected?

The best defence is a proactive one, with end-to-end security coverage. Consider completing a full risk profile and security assessment to identify gaps in your organization's security posture. Implementing intelligent breach protections at every endpoint is especially important if you have remote and hybrid employees accessing systems from outside the secure office zone.

Prevention is critical but even so, new strains of threats – such as ransomware are becoming smarter, faster and stealthier. Cyber attackers' ability to breach through endpoint protections and even bypass them all together to directly target file shares continue to rapidly evolve. Consider enhancing your security strategy by adding ransomware mitigation alongside prevention. Solutions such as automated ransomware containment, function as a second line of defence – stopping active infection in its tracks and preventing further damage with little to no disruption.

Get a baseline understanding of your security posture. [Read more >](#)

Best cyber security practices for hybrid and remote workforces. [Read more >](#)



Cloud & IT Infrastructure

Modernize your IT and harness the power of the cloud

Build a strong, agile and highly-efficient IT foundation that enables innovation and supports business continuity.

Key benefits

- Optimize your IT budget to get the most value
- Build an agile IT environment that supports changing business needs
- Reduce system downtime and keep costs down in times of disruption
- Enhance business continuity

A well-designed network infrastructure is invaluable as it supports every aspect of the organization. During the onset of the pandemic, the overnight move to a “virtual workplace” was swift and largely unplanned. At the time, the immediate concern was to keep the business running, and organizations did what they could to ensure employees could work from home and maintain some semblance of business continuity. Now, as organizations reassess their plans for their workforce, the focus shifts to building an IT infrastructure that can endure and support all working conditions – today and in the future.

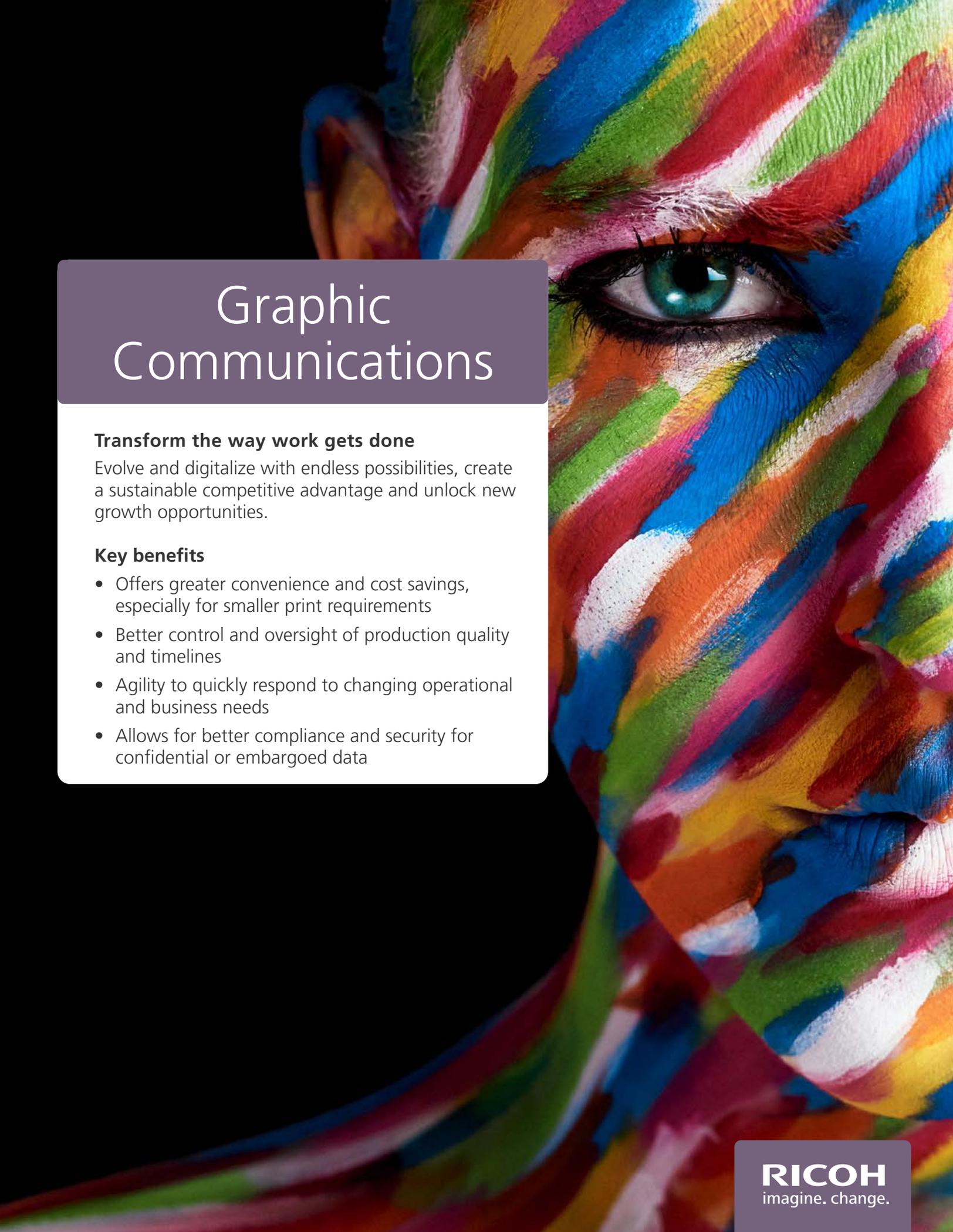
Forward-thinking organizations can use the cloud to cost-effectively transform their IT management practices. Moving the IT infrastructure to the cloud is a great start to modernizing workplace applications and infrastructure, while adding even more layers of security to help protect organizations against cyber threats. Whether all systems are migrated at once or it’s done over time, organizations will benefit from reduced hardware costs and less maintenance, while allowing them to be more dynamic and agile.

Key considerations for a sustainable IT infrastructure

- High availability and performance
- Managed costs
- End-to-end security
- Scalable and agile capabilities
- Simplified management
- Expert management and support

Understanding today’s cloud migration capabilities. [Read more >](#)

5 Server security concerns you need to know. [Read more >](#)



Graphic Communications

Transform the way work gets done

Evolve and digitalize with endless possibilities, create a sustainable competitive advantage and unlock new growth opportunities.

Key benefits

- Offers greater convenience and cost savings, especially for smaller print requirements
- Better control and oversight of production quality and timelines
- Agility to quickly respond to changing operational and business needs
- Allows for better compliance and security for confidential or embargoed data

All too often, business leaders undervalue what printing in-house can bring to the organization. From their perspective, producing print communications in-house can be complex as it requires investment in production tools, technologies and manpower.

However, a successfully implemented in-plant operation can bring great value to the parent organization as it can offer a more cost-effective and convenient alternative than outsourced printing – one that can provide personalized services that are aligned with the business needs and operational strategy of the parent organization.

By maintaining control of communications production in-house, organizations can tailor their print technology investments and operation to meet their individual needs and regulatory requirements – while providing convenience, brand control and better data security.

As part of the greater organization, in-plant print operations have a strong understanding of their internal customer's needs. They can respond effectively to demands for quick turnaround, personalization, and they have the flexibility to accommodate smaller print jobs. Knowledge of internal customer document processes (print or electronic) also gives in-plants an edge in terms of automation initiatives that increase your overall efficiency and agility in responding to market needs, and driving costs down.

Key considerations for a successful in-plant:

Have a clear production tracking and accurate reporting

Extensive job costing, tracking, and efficiency analytics provide valuable data to your corporate stakeholders and manage business KPIs.

Stay ahead of the technology curve

Offer integration into web-to-print providing 24/7 ordering and re-ordering, increasing job turnaround time and customer satisfaction.

Enable chargeback system efficiencies

Set up and maintain a system that allows you to recoup costs and improve accountability through detailed job costs and department reporting.

Learn how Ricoh transformed the print environment of a global organization, saving over 1 million in operating cost.

[Read more >](#)

Find out how to optimize your print production workflow.

[Read more >](#)

Key drivers for long-term success in the **future of work**



Organization-wide hyper-automation

Hyper-automation is the practice of automating as many slow manual processes and tasks as possible across every department in an organization. For more efficient and cost-effective operations, process automation is essential in these areas:

- Finance and accounting
- Document creation and collaboration
- Contract management and electronic signatures
- Employee records and related HR processes
- Digital archiving of corporate records

Take a proactive approach to cyber security

With a distributed workforce, you need to ensure your organization's data is protected and stored in compliance with federal, state and industry regulations. Consider partnering with a trusted service provider to design and implement cyber security preparedness and response plans to keep your organization protected, and manage risks from cyber threats and attacks.

Leverage the benefits of the cloud

In hybrid work, using cloud technology is no longer optional – it's a necessity. Many organizations are moving towards an "anywhere operations" model that allows them to produce and deliver products and services from anywhere in the world.

Invest in cloud solution to improve the productivity of your workforce, and to attract and retain top talent who expect to make use of the most current technology available. Moving to cloud-based software is a practical and straightforward way for your organization to go digital and become future-ready. It also eliminates the need to purchase new hardware or upgrade your software. In addition, the responsibility for maintaining security, ensuring data back up, and developing a technology infrastructure that can grow with your organization is shifted from your IT team to the cloud service provider.

Use a people-first approach

Your digital workplace should increase customer satisfaction and retention as much as it should make your business more agile, and enable your people to productively work from anywhere. All of this revolves around your people.

Implementing the right technology that allows your employees to seamlessly collaborate, communicate and stay productive is vital. Making the effort to understand what your workforce needs to do their best work can go a long way in helping you to better understand which digital solutions will work best for them and your organization.

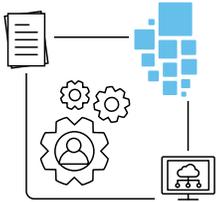
Continuously track your progress

A big benefit of digital technologies and services is the access they provide to real-time data and reporting. Use the insights from these data to track your progress and gain valuable insights for areas of improvement, allowing you to quickly adapt and evolve to support business agility.

Redefine work and change. **For better.**

RICOH Digital Services empowers your digital workplace today, preparing you for tomorrow.

Whether you want to grow or recover revenue, enable better hybrid work, or create a more sustainable business model – we can help.



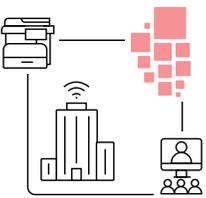
BUSINESS PROCESS MANAGEMENT

Process Automation

Get end-to-end process automation to speed up accuracy and approvals.

Business Process Services

Take labour-intensive document management off your hands.



DIGITAL WORKSPACE

Managed Workplace Services

Embrace managed workspace solutions to maximize your digital environment.

Communication & Collaboration Services

Streamline communication & collaboration to connect seamlessly—from anywhere.

Managed Print Services

Automate and optimize print services across your ecosystem.



CYBER SECURITY

Cyber Security Services

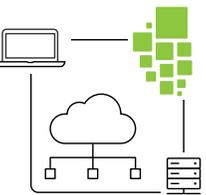
Assess, design, and implement preparedness and response plans.

Cyber Security Solutions

Safeguard sensitive systems and data with gold standard security solutions.

Managed Security Services

Get 24/7 security monitoring & management and real-world expertise.



CLOUD & IT INFRASTRUCTURE

IT Infrastructure Solutions & Services

Get customized management of business-critical infrastructure.

Cloud Infrastructure Services

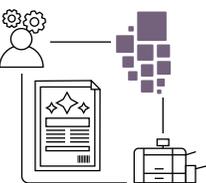
Improve scalability with cloud computing and cloud hosting.

Networking Solutions & Services

Build a high-performing, resilient IT backbone .

Business Continuity & Disaster Recovery

Ensure continuous operations with expert-designed risk management.



GRAPHIC COMMUNICATIONS

Print & Services

Elevate your productivity and deliver a wider range of print services, expanding your customer base

Professional Services

Leverage our team to maximize your investments and optimize your workflow.

Software & Solutions

Maximize efficiencies at every stage of your print operations.

Advanced Finishing

Amp up print services with complete, end-to-end finishing systems



EMPOWERING DIGITAL WORKPLACES

The greatest asset of a company, a country and the Earth itself is the imagination of its people. Through creativity and collaboration, people can improve the way communities live and work together. Ricoh strives to provide the right combination of technology, expertise and service to inspire and enable powerful transformation in your organization.

WHY RICOH DIGITAL SERVICES

- ✓ Optimize business operations
- ✓ Accelerate digital transformation
- ✓ Recover more revenue
- ✓ Enable hybrid work environments
- ✓ Create a more sustainable business model

Since our beginning in 1962, we've been on the forefront of workplace innovation. Back then, that meant creating the first office fax machine. Today, we're empowering digital workplaces, which means connecting people to information, faster and more conveniently than ever before. We'll help you to improve employee productivity, better serve your customers, and grow your business. As for tomorrow, that vision is already taking shape in our minds and labs. And as digital workplaces continue to change the way we work, our imagination will continue to help you work smarter.

Discover solutions to help you redefine the future of your organization.
[Click here to learn more.](#)