

Ricoh  
Enterprise  
Content  
Management



Centralize valuable data and information  
while making it more accessible to more users.

## Introduction

Today's organizations are powered by data. From customer invoices and sales figures to HR documents, marketing analytics and unstructured data of every kind, the amount of content that companies are generating is staggering—and it's only getting bigger. In fact, recent studies have revealed that enterprises are seeing data volumes increase by an average of 63 percent per month.\*

Capturing all this data is hard enough, but it's only one part of an even bigger challenge that

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every organization now faces: how to effectively store, manage and securely use all this content—from any location—so that it can be put to work for the benefit of your employees, your business, and the customers and constituents you serve.



\*Datanami, "How is data growth affecting real-world enterprises? 4 key findings," February 17, 2020

## Effectively manage your growing data assets with Ricoh Enterprise Content Management

Fortunately, Ricoh is here to help. For more than 20 years, we partnered with hundreds of leading organizations of every size and type across Canada to effectively capture, store, manage and utilize their growing data assets. As the country's leading end-to-end enterprise content management (ECM) solutions provider, we have the proven expertise, team and resources you need to turn your growing, and often disparate, content into a competitive advantage.

Just as important, our industry-leading ECM solutions are designed to fit seamlessly within your existing IT infrastructure. You can choose from on-premises, cloud-based or subscription options; whatever works best for your information management needs, now and in the future.

As Canada's leading end-to-end enterprise content management (ECM) solutions provider, Ricoh can provide the industry-leading hardware, software, services, implementation, maintenance and support you need to turn your growing content into a competitive advantage.

### Powerful systems and processes that put your information to work

These days, organizations collect data from hundreds of different sources, including computers, websites, e-commerce platforms, IoT devices, ERP systems and, of course, traditional paper document workflows. The problem is, most of this data is in multiple, varied, and sometimes, incompatible formats, siloed across various storage systems, and often inaccessible to those who need it most.

With Ricoh ECM your employees will be able to retrieve what they need, no matter where they are working from or what kind of device they are using.

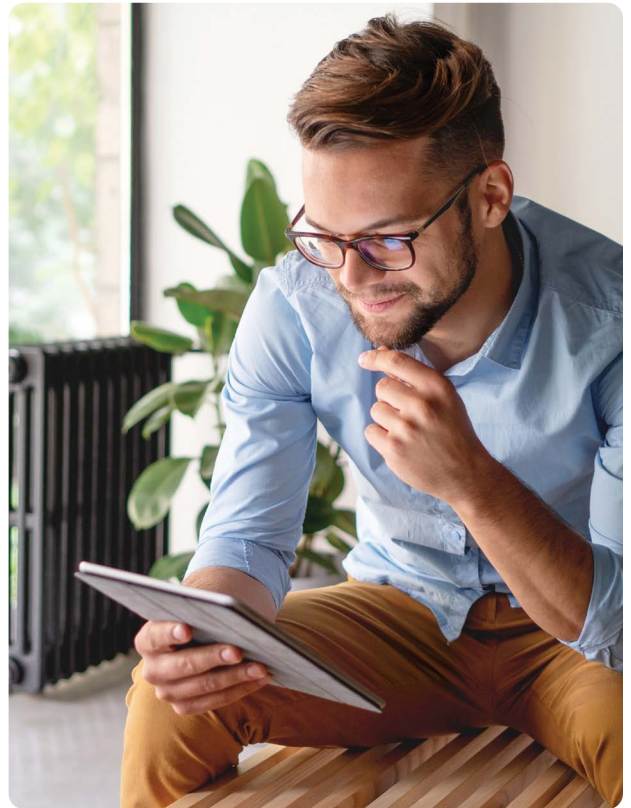
Ricoh ECM solutions can change all that. We built our heritage in document management and no company is better suited to help your organization adapt to the future of work than Ricoh.

First, we'll work closely with you to create an efficient process for capturing your documents and converting them into consistent digital formats. That includes the years—or even decades—of paper documents that are filling file cabinets and storage rooms all around your offices and off-site locations.

Next, we'll create a high-security digital repository that will become the centralized destination for all your documents and incoming data. By creating this repository, your employees will be able to retrieve what they need, no matter where they are working from or what kind of device they are using.

Once we get a clear understanding of how your business operates, our highly skilled ECM team can design high-efficiency digital workflows that automatically send your content to proper destinations within the repository for safekeeping. On top of this, we'll automate as much of this process as possible so that documents are routed to the right person at the right time, employees are alerted when items require their attention, and errors are highlighted so they can be corrected before any undue damage occurs.

The benefits of these efforts can be felt by individuals as well as the entire organization. For employees, it simply means their work gets done faster. Instead of wasting time filing and searching for documents they need, employees can focus on their business-critical responsibilities.



Not only do they become more productive and efficient, but they're also able to communicate and collaborate more effectively—because they know where the information they need to do their jobs is located.

For the organization, the benefits can be felt in many different areas. First and foremost is the bottom-line impact of cost reductions. By digitizing your documents and data, you'll spend less on filing and archiving. Plus, because you need less storage space, your organization can cut capital expenses related to real estate, energy usage, paper costs and more. That's just the beginning. Now that your vital data is being stored in a central repository (and in consistent data formats), you can increase your security posture while also improving regulatory and legal compliance. Across your lines of business, your organization becomes more agile by delivering shorter turnaround times on agreements, faster revenue recognition, and improved employee productivity and satisfaction. Lastly, by moving to digital-based processes, your organization is better able to meet increasing environmental mandates related to paper output, recycling and energy expenditures.

### Any content. Any format. Ricoh ECM solutions can handle it.

No matter what industry you're in, Ricoh ECM solutions can help you get a handle on the avalanche of data your organization creates and uses daily. Whether it's traditional paper documents, video files, point-of-sale receipts or satellite

imagery, Ricoh can store it securely while enabling access to any authorized user working from any location on any device. Here are just a few ways that Ricoh ECM solutions can be used to improve your information mobility and utilization:



#### **Federal, Provincial and Municipal Government**

Ricoh ECM solutions bring power to the people and everyone that serves them. By centralizing, modernizing and securing record-keeping, employees across all levels of government can streamline operations, improve productivity and enhance citizen services by making valuable information more available and useable by all constituents. Plus, because data from various offices and departments can be stored in the same secure location, it mitigates risk and reduces ROT (redundant, obsolete or trivial data) while also helping to shorten turnaround times on new applications, licenses, inspections and many other essential government services.



#### **Higher Education**

With thousands of students and faculty entering or leaving your campus environment every year, the need for secure, centralized content management has never been more paramount. Ricoh ECM solutions make the grade by enhancing the student experience while also ensuring that the institution's intellectual property and confidential student data stays safe and protected.

For students, you can confidently extend learning environments to even the most remote locations, where they can quickly access lessons, participate in online labs, or even submit data and findings using any device or network. For administrators, faculty and staff, Ricoh provides an excellent way to streamline operations while enabling informed decision-making and collaboration across departments. Just as important, we can save time. By digitizing and automating many of the paper-based workflows related to admissions, financial aid, student records, faculty reviews and other academic decisions, Ricoh can help your institution attract and retain top students and faculty while also maintaining regulatory compliance.



#### **Accounting and Financial Services**

Few parts of an organization are as paper-intensive as accounting and financial services. We can help modernize your invoice and document processing to make these departments more efficient and productive while also improving your bottom line. By efficiently capturing, processing and classifying data-intensive paperwork, Ricoh ECM solutions can help you achieve higher data integrity and consistency. Plus, we integrate seamlessly with ERP systems (for data comparison and direct invoice access) and popular finance software platforms, enabling you to pay invoices more efficiently and get paid faster as well. And because all your financial data is now centralized and secure, you can meet fiduciary requirements while also improving auditing, fraud prevention and legal/regulatory compliance.



#### **Healthcare**

For medical practitioners, missing or inaccessible data might have life or death consequences. Our ECM solutions enable healthcare providers to create a "single truth" repository for all medical data and paperwork generated across the care continuum. By consolidating data from legacy and electronic medical records, along with radiology, lab work, surgery and other data, clinicians can get a holistic view of patient health and are able to make faster, more informed decisions in less time. For staffers and administrators, our streamlined workflows make the patient experience a better one as well. By having all relevant data at their fingertips, admissions and procedures can be scheduled quickly and pharmacy orders filled without lengthy delays or errors.





### **Sales and Customer Service**

In today's competitive global markets, those who have seamless access to the most timely, relevant data often win. Ricoh ECM solutions enable sales teams to get secure access to the latest sales and customer information, anywhere, any time, on any device, in any document format. Whether you're scanning badges at a tradeshow or capturing profiles via a webform, Ricoh enables your team to respond faster, reply quicker and meet customer needs before your competition.



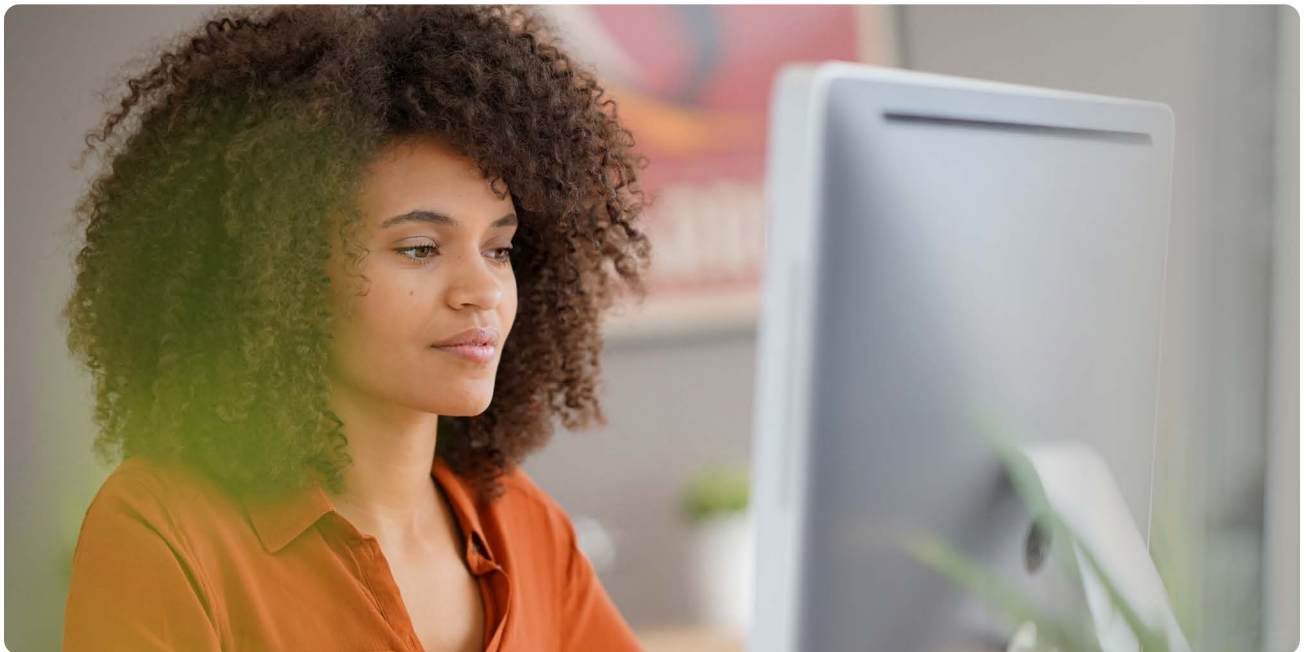
### **Human Resources**

These days, a great company culture can be a true differentiator. Ricoh can help strengthen your business and company image by creating automated HR processes that screen better candidates and support them through all phases of the employee lifecycle. From faster onboarding and evaluations to performance reviews and termination processes, our solutions will digitize and store all personnel files while protecting all personally identifiable information (PII) and privacy concerns.



### **Legal**

No matter what type of law you practice, there's no shortage of paperwork. Ricoh can help you manage these growing volumes of legal documents and data in a secure and centrally accessible location. From the office to the courtroom and anywhere in between, your lawyers can access what they need, when they need it—all without lugging boxes of files with them wherever they go.





### Make vital information more accessible to more users with Ricoh Enterprise Content Management

As your data grows exponentially, it's not enough to just capture it all. You've got to manage and secure it while also making it easily accessible to those who need it most. With Ricoh Enterprise Content Management, you can do more than put your data to work, you can make this valuable content—and your entire organization—work better.

**To learn more about Ricoh Enterprise Content Management,  
contact your Ricoh Solution Advisor or visit [www.ricoh.ca](http://www.ricoh.ca)**

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