Line of Business and industry transactions like those found in financial services, claims and shipping create massive amounts of data. If you collect this data manually or on paper, you will have difficulty finding critical information when you need it. This can impact your ability to provide customers with responsive service.

Whatever your industry or LOB, Ricoh can help automate how you capture data from forms, applications and other structured and unstructured documents. Digitizing your key processes will minimize your error-prone, manual tasks while improving your customer experience.

Financial Services Processes

Approving mortgage and loan applications requires a lot of paperwork. Ricoh will automate your time-consuming tasks so that you can process financial documents quickly and accurately.

With Ricoh’s Financial Services Processes, you can:

• Capture and efficiently process mortgage forms, applications, title documents and other loan-related paperwork
• Expedite approvals and provide customers with better service
• Improve your security and confidentiality around lender and personally identifiable information (PII) data
• Meet your compliance and regulatory mandates
Are you ready to reduce the time you spend on data entry while you improve the customer experience?

Learn how Ricoh can automate your workflows so that you can spend less time on data entry and more time on what matters.

Let’s talk! Contact a Ricoh Consultant, email enquiries@ricoh.ca, or visit www.ricoh.ca.

Claims Processes

Many claims processes are slow and take time away from servicing customers. Ricoh can convert your time-consuming, manual tasks into electronic workflows that help you accelerate payments and make approval decisions faster.

Ricoh’s Claims Processes services can help you:

- Save time, labour and costs while improving data consistency and control across your various offices
- Reduce or eliminate the amount of paperwork needed to complete a claim
- Accelerate payments
- Confirm more policies in less time

Intelligent Capture case study:

Insurance company improves its claims processes with Ricoh

One of the world’s largest insurance companies used labour-intensive, paper-based processes to manage its claims operations. These inefficient workflows led to high costs, long processing times and customer dissatisfaction.

The company partnered with Ricoh to streamline its claims processes. Ricoh automatically captures claims data at our Document Processing Centre and processes it according to the company’s existing rules. Partnering with Ricoh has helped the insurance company achieve 20%-30% cost savings, reduce its processing times, minimize errors and provide customers with better service.

Why Ricoh?

- 500+ customers nationwide, including 350 Fortune 500 companies
- 20+ years of experience processing key documents and workflows
- 4 document processing centres located across Canada
- Flexible BPaaS solutions that will optimize your budget and scale with you
- Business process consultants with deep expertise in a range of industries—from healthcare to education to finance and more