

Streamlined,
efficient and
scalable AR
processes

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Ricoh helps a post-merger energy company streamline their accounts receivable invoice processes by eliminating 70 per cent of redundant steps.

When this oil and gas company separated from their parent organization and merged with another entity, they needed to establish their own accounts receivable (AR) operation. While they inherited several processes and technology, they did not have in-depth knowledge and some of the architecture was outdated. Compounding matters, with the end of Microsoft licensing from the parent entity fast approaching, they had five months to migrate all data and documents.

Business challenges

- Divestiture resulted in a deadline to migrate AR data and documents
- Inherited outdated processes, including non-transferrable codes
- Rigid processes in place for invoice rules and determinations
- Lack of expertise to migrate existing processes and technology

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How Ricoh helped

Processing more than one million invoices annually, they needed a strategic partner to help them solve their critical business and infrastructure challenges effectively. Ricoh understood their needs and recommended a holistic approach using scalable capture, processing, and cloud-based storage technology.

The team at Ricoh started by making a record and mapping each process step. Engaging the business owners of the AR department, Ricoh mapped nine invoice types that were handled via EDI and non-EDI transactions. As a result, this eliminated 20 per cent of redundant decision points in the AR process and simplified the SAP data cleanse with a 50 per cent reduction in legacy macro process steps.



As the parent company already used Ricoh's advanced image capture software for their AR invoice processes, we augmented those capabilities with process automation software for certain rules and determinations (that replaced custom .NET code). We also migrated their on-premises Microsoft SharePoint repository to Microsoft 365 Cloud to accommodate the new workflow.

By taking a holistic approach, Ricoh was able to design a scalable infrastructure to effectively support their AR operation needs. Furthermore, the company benefits from having full control and understanding of their new processes.

Now that the company has addressed their critical needs, they are partnering with Ricoh for other process improvement opportunities, including capital expenditure requests, vendor onboarding, product cost setup requests, and remittance approval requests.

Business Results

- Data migration and 70 per cent of redundant process steps removed
- Scalable, no-code process automation solution
- Automated AR processes for nine different types of invoices
- A complete understanding of their accounts receivable process

Learn how you can simplify your accounts receivable process [Find out more here.](#)