



**Workflow & Automation** | Article

# **Why Workflow & Automation Is Key to Accelerating Digital Transformation**



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The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency.”

- **Bill Gates**

If the pandemic has taught us anything, it's that preparation is key to keeping business going in the face of disruption. But therein lies a central question: "How can we adapt and seize the opportunities created by disruptions to take our business forward?"

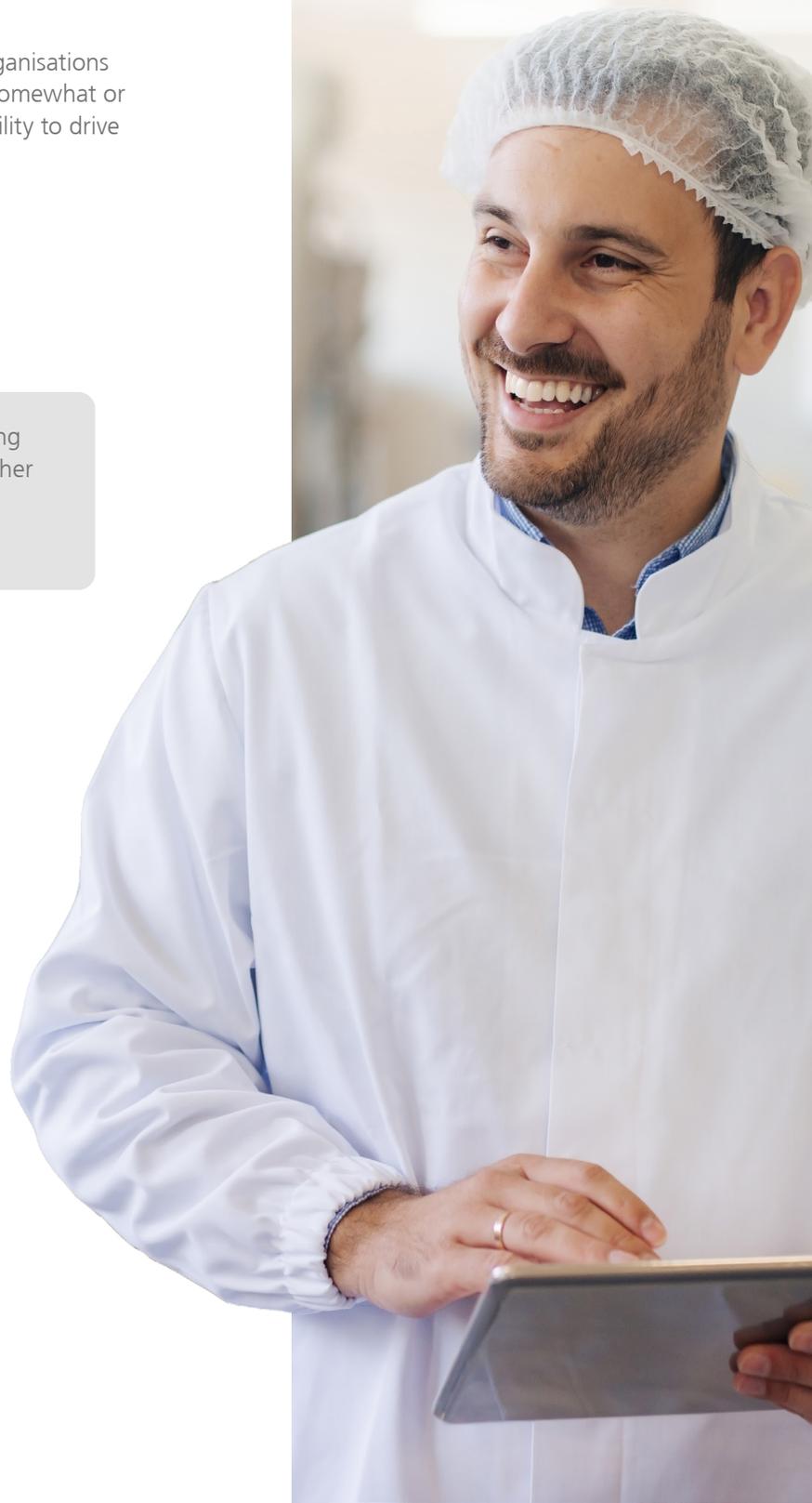
Answering this requires companies to strategically examine their business and find future-proof ways of building agility, resilience, and efficiency. One way is through workflow and automation.

According to a recent McKinsey survey, two-thirds of organisations are increasing investments in automation and AI either somewhat or significantly, focusing on organisational agility and flexibility to drive improved customer and employee experience.



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**(McKinsey, 2021)**



# Don't Get Comfortable, Get Optimised

Companies today are re-evaluating their business process management and realising the need to move away from time-consuming, costly, and error-prone workflows to address the constraints resulting from remote or distributed work models. Many are investing in systems to integrate and transform their organisational culture for growth, as well as cost-effective digital solutions for accurate data extraction and to reduce the amount of manual work.

Although workflow and automation may sound complex, the true goal is to simplify complex manual processes that dominate daily tasks. Rather than using employees' precious time to keep track of process stages and approvals, the digital systems that power automated processes do the work for them.

What's more, business functions that involve finance, IT, sales, and even regulatory compliance, are shifting to more automated processes at a higher rate than ever, allowing workers to focus on more high-value priorities that drive the core business.

There has never been a better time to make a case for workflow and automation, with the growing arsenal of options for tackling, rethinking, and implementing mapped processes in a whole new way—some faster than you think.



of businesses believe that an automation solution is necessary to build more effective teams.

**(WorkResearch, 2020)**



# Top 5 Benefits of Workflow & Automation Solutions

Real transformation benefits can be obtained when processes are automated, allowing for real collaboration and competitive advantage. Here are some of the benefits of workflow and automation in daily use.

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## **Frees up time and reduces human errors**

Thanks to automation, what once took hours or days of work now takes minutes, with virtually no errors. This is amplified in cases where the same data must be entered into multiple systems, eliminating duplicate work. All this frees up time for workers to concentrate on more valuable functions and business priorities.



## **Streamlines communication**

Automation enables more accurate responses to tasks and issues that require special handling and exception queues, including customer service and supplier and vendor management.

Customers enjoy a faster response when the customer support process is automated, and their satisfaction can be surveyed and captured for future analysis. The same goes for interactions with suppliers and other business partners whose actions and requests trigger the start of a workflow. A fast and reliable response increases trust and improves the relationship your company has with others.



## **Creates better accountability and preparedness**

Disruptive times call for smart solutions. That's why your business needs to automate data ingestion and storage. When data is automatically ingested and indexed before storage, you're guaranteed reliable backups that can help you weather any storm. Redundant drives or data centres? No problem. Automated workflow notifications keep everyone in the loop, so you can focus on what's important: running your business.



### Enhances reporting and accessibility

Automation enables more consistent and sustainable adherence to procedures and processes. Required regulatory tasks can be built directly into the automated workflow to help you achieve and maintain compliance. Violations are caught by the workflow system long before they are picked up in an audit.

When all regulatory compliance information is stored and organised for rapid retrieval in an automated workflow, it saves time during the audit process and enables quick and accurate documentation of compliance activities, which helps to prevent fines and penalties.



### Reduces costs and drives profit

Automatic transfers of approved items to an Enterprise Resource Planning (ERP) system enable significant opportunities for financial gain. For example, automation can expedite invoicing, ensuring timely payment on invoices and allowing businesses to take advantage of 'early-pay' discounts. Automated payment processing can also reduce and resolve incidents of overpayment through improved audits.

And because automation involves digitising documents, companies can move to paperless operations and avoid the exponential costs of paper-based processes. Digital documents that are properly indexed can be searched and retrieved easily by authorised users, increasing efficiency and saving costs.

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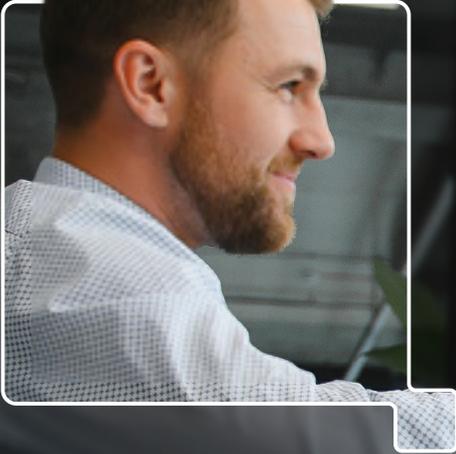
Here is a simple formula you can use to calculate the potential business and operating advantages of automated workflows that readily translate into financial gain:





### Key takeaway:

Workflow & Automation solutions can help you streamline communication, save money, increase efficiency, and empower employees with accountability and the time to focus on what matters.



# Next Step: Start Automating Your Business for Growth

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Workflow and automation means streamlining the flow of your information—capturing, managing, transforming, and utilising it. Before you adopt any Workflow & Automation solution, the first step is to take stock of what you have now and reduce inefficiencies that could otherwise create more issues down the road.

Ricoh can help you begin by evaluating the way information flows throughout your business. We will help redesign, implement, and manage an enhanced set of business processes that mirror your organisation's unique needs.

With Ricoh's Workflow & Automation solutions, you can improve operational efficiency, optimise business processes and resources, simplify complexity, and streamline how your business completes essential tasks. Our solutions can help you optimise your content, collaboration, and business processes to enable your employees to work better, faster, and deliver more value.

Ricoh will help create the best fit between business applications, innovative technologies, and the processes they are designed to enable. Start or evolve your existing workflow automation planning with a diagram or utilise a visual workflow mapping tool like Nintex Promapp to keep your workflows optimised for every new turning point.

At the same time, your business will have the workflows and associated information documented, which helps with governance and compliance. Ultimately, the goal is to reduce costs, time wastage, and minimise risk while improving customer service and satisfaction.

Explore how Ricoh's Workflow & Automation solutions can help you streamline and simplify processes across your organisation on your journey toward accelerating digital transformation.



Learn more about how  
**Ricoh's Workflow & Automation**  
solutions can help transform and  
simplify your business processes for  
future readiness.

# About RICOH

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Ricoh is a leading provider of digital services, process automation, and information management solutions designed to support digital transformation and optimise business performance. Backed by an 85-year history of cultivating

knowledge and nurturing organisational capabilities, Ricoh empowers the creation of digital workplaces utilising innovative partners and technologies, providing the expertise and services that enable individuals to work smarter from anywhere.



Learn more about our Workflow & Automation solutions at [ricoh-ap.com](https://www.ricoh-ap.com)

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