

CASE STUDY

Tech company empowers employees with fulfilling work and **saves millions.**

Organization profile

Ricoh, a global digital workspace integrator boasting a workforce of over 80,000 employees across 200+ countries, specializes in digital workspace services and solutions, business process management, cloud and infrastructure services, cybersecurity, and more.

Results

500

days saved per month

€100,000

savings per month

50

end-to-end processes automated



Change management is a challenge in a big company. We need to convince users that the processes being automated will perform as expected.

Jose Ferrer

RPA Portfolio & Platform Manager, Ricoh





Challenge

Ricoh embarked on a mission to bring its 'Fulfillment Through Work' corporate strategy to life, with the goal of empowering employees by relieving them of their burdensome manual tasks. However, this objective proved to be far more intricate than initially anticipated. With operations spanning 200 diverse countries, each governed by distinct regulations, training protocols, and deployment processes, Ricoh faced the challenge of streamlining and centralizing its automation efforts while upholding compliance and consistently delivering high-quality services. Additionally, the tech company needed to secure the support and engagement of its employees to ensure the successful implementation of these automations.

Solution

In 2019, Ricoh forged a strategic partnership with Automation Anywhere to embark on its automation journey. To counter the global challenge it faced, the tech company first established a centralized automation team, unifying its best practices, tools, and training in one location. Today, Ricoh has 60 unattended automations in play, delivering critical processes, including invoice processing, customer service, and HR reporting, with unprecedented speed and accuracy. The company's automation endeavors have yielded substantial time and cost savings, averaging 500 days and €100,000 per month and totaling €1.09 million and 5.73K days saved since 2019.

Processes automated

- Invoice processing
- Customer service support
- HR reporting
- Service request emails
- Customer orders
- Supply chain management
- Sales functions
- Annuity and service functions



Great Pathfinder Workshop in our HQ office in London. Very valuable outcomes with lots of inspiration!

Jochen Loser

Head of Business Transformation,
Ricoh Europe

The whole story

In pursuit of its commitment to empower employees to achieve 'Fulfillment Through Work,' Ricoh identified the significant impact of manual processing on this objective. However, implementing automation proved challenging, given Ricoh's global presence across 200 countries, each with unique operational, procedural, and compliance requirements. Complex processes, like varied invoice formats and time-consuming data entry, added to the complexity.

To overcome these obstacles, Ricoh leveraged Automation Anywhere's customizable Intelligent Automation suite that was already compatible with its existing Oracle system. Together, they formed a centralized automation team to standardize processes, focusing on high-traffic, manual-intensive tasks like invoice processing, email automation, and customer orders, with a strong emphasis on security and compliance.

The effort to reduce labor-intensive processes delivered remarkable results. It freed employees for more meaningful tasks, improved customer support, streamlined operations, reduced manual workloads, and enhanced overall efficiency. With 60 unattended automations executing one million transactions across 50 tasks, Ricoh achieved €1.09 million in savings and reduced operational time by 5.73K days.

The future

Ricoh remains steadfast in its pursuit of innovation and automation excellence. The company has initiated a citizen development program, kickstarted with a rigorous three-day training regimen, with plans to expand its reach across the organization. Furthermore, Ricoh is poised to explore the realms of process mining, task mining, and process discovery, while harnessing generative AI to enhance attended automations for more intricate business functions.

About Automation Anywhere

Automation Anywhere is the leader in Intelligent Automation solutions that put AI to work across every aspect of an organization, empowering businesses worldwide to unleash productivity gains, drive innovation, improve customer service, and accelerate growth. Learn more at automationanywhere.com.

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