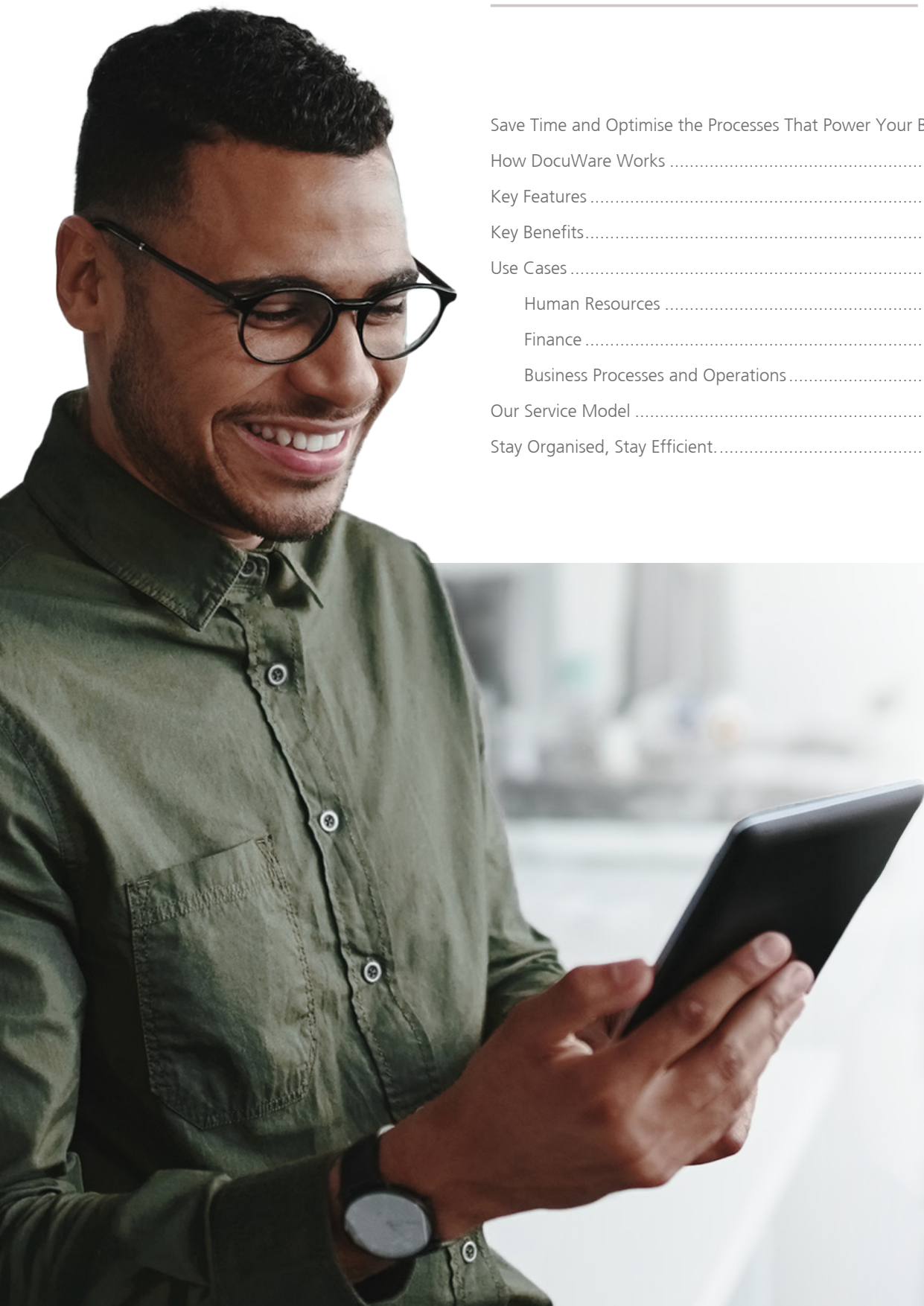# Smart and Secure Document Management and Workflows

DocuWare

Unlock the power of seamless information management with DocuWare—
your cloud-based intelligent workflow solution that streamlines all your
digital document processes.

Content

Save Time and Optimise the Processes That Power Your Business

Your time is valuable. Focus it on the work that matters most by transforming how your business handles information. Resolve your document management challenges and enable quick, seamless access to information—anytime, anywhere, with an intelligent solution that digitises documents and secures your workflow. Work smarter, not harder.

From the day-to-day processes that power your business, through management and complex auditing, the improved efficiency, maintained regulatory compliance, reduced cost, and enhanced information security achieved through DocuWare supports true digital transformation at scale.
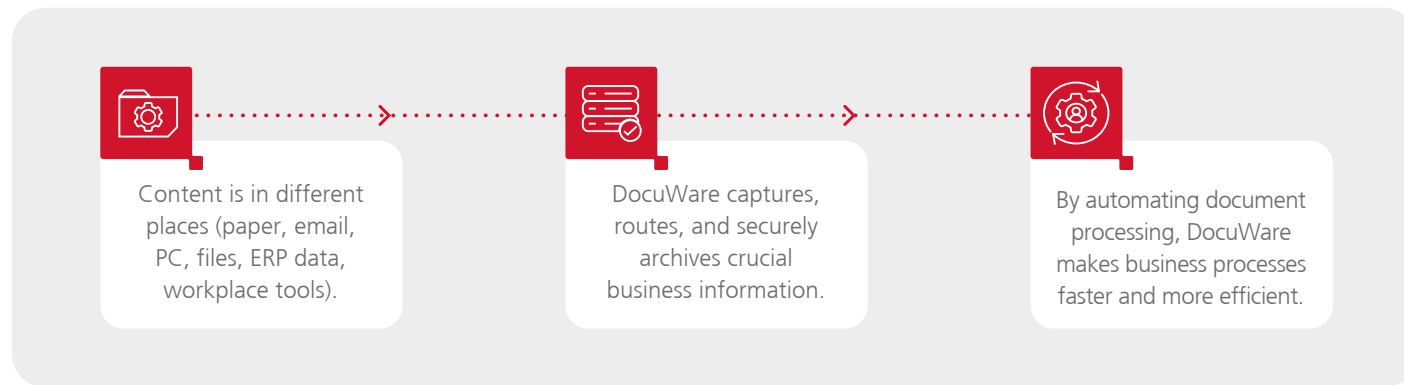
By eliminating unnecessary paper-based workflows and fully automating your document lifecycle and workflows, you can help empower your team with information, increasing the efficiency and usefulness of your documents by making them easy to organise and access securely. With DocuWare, employees are free to work with their preferred device, and everyday processes, compliance regulations, and general audit preparations become simple.

DocuWare is easy to use and set up. It saves time, reduces waste, eliminates uncertainty in your processes, improves collaboration, drives productivity and profit, and allows your information to flow securely between decision-makers.
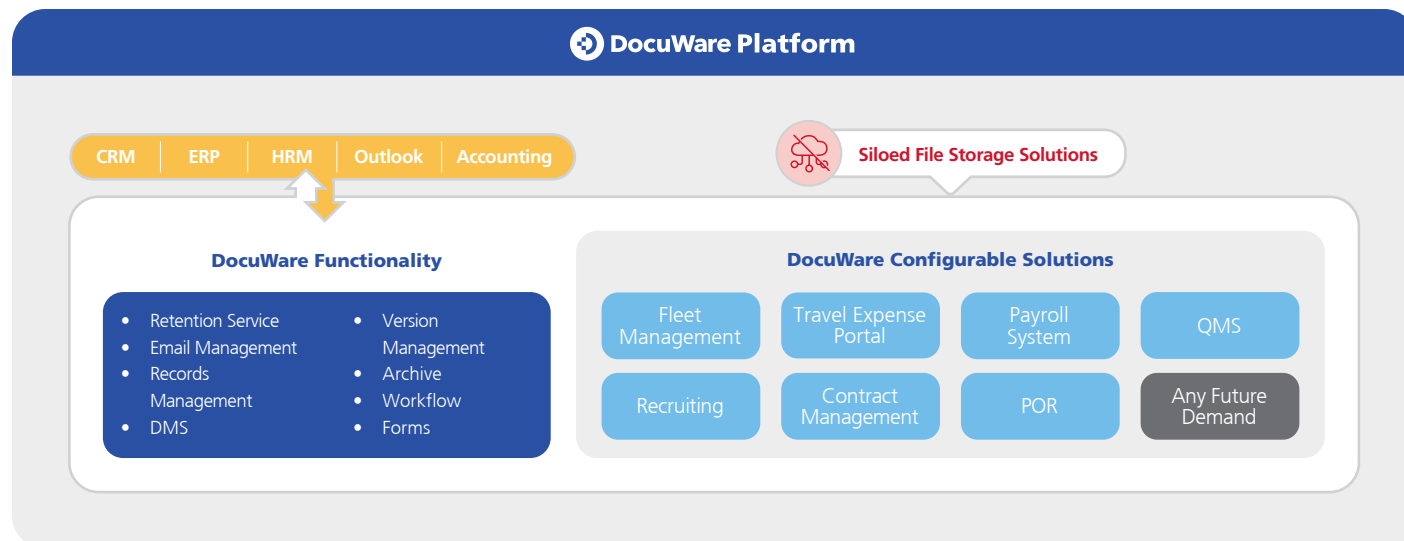
How DocuWare Works

DocuWare streamlines the capture and management of information from disparate sources and locations into one platform, enabling businesses to operate more efficiently. By seamlessly integrating data from diverse sources and transforming them into invaluable assets that drive business outcomes, DocuWare empowers teams to work smarter and faster and achieve their goals more effectively.

Content is in different places (paper, email, PC, files, ERP data, workplace tools).

DocuWare captures, routes, and securely archives crucial business information.

By automating document processing, DocuWare makes business processes faster and more efficient.

Give Your Business an Effective, Functional Core

Experience the transformative power of DocuWare and empower your organisation to thrive in today's fast-paced business environment. Fit every bit and piece of information you have in siloed locations into a central document management system that gives you instant access to the data you need.

DocuWare Platform

CRM | ERP | HRM | Outlook | Accounting

Siloed File Storage Solutions

DocuWare Functionality

- Retention Service
- Email Management
- Records Management
- DMS

- Version Management
- Archive
- Workflow
- Forms

DocuWare Configurable Solutions

| Fleet Management | Travel Expense Portal | Payroll System | QMS |
| Recruiting | Contract Management | POR | Any Future Demand |

Platform Overview

With DocuWare, you can consolidate every aspect of document management, from setting simple access rights and permissions to how documents are processed, on a single platform.
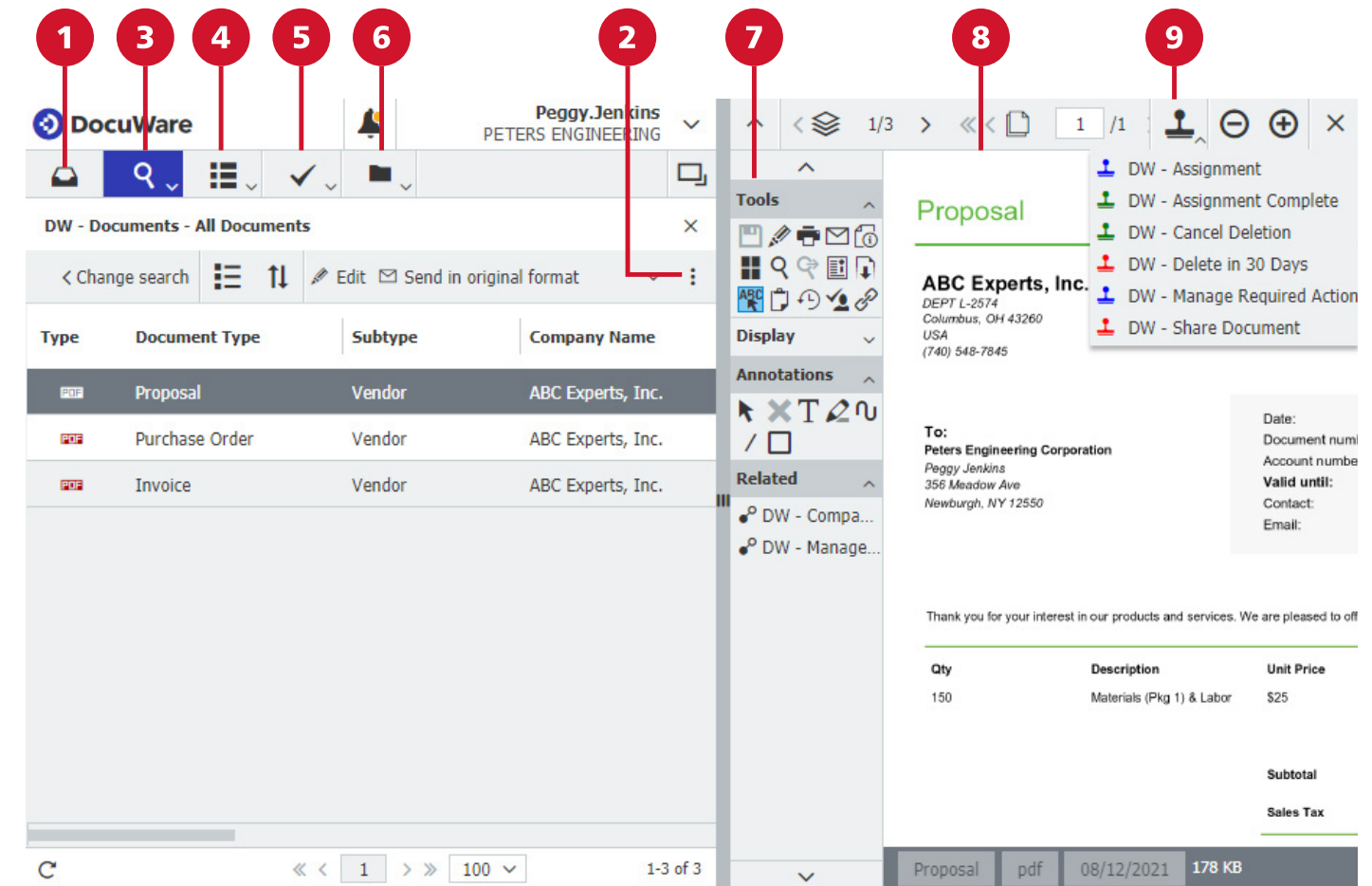
1. Capture documents by drag and drop, import, or scan
2. Index, assign permissions, and archive securely
3. Search and retrieve
4. Manage assignments, action dates, and deletions
5. Receive and approve requests
6. Quick access via project and company folders
7. Tools for editing and commenting
8. Document viewer
9. Stamps for sharing, deletion, assignments, or managing action dates

Key Features

Key Benefits

DocuWare offers a range of powerful features that switches the way information flows in your business.

Drive efficiency, productivity, and operational effectiveness in your organisation to higher levels with DocuWare.

Automated Document Workflows

Streamline your processes and secure data with centralised archiving.

Task Management

Keep tasks on track with task lists, email notifications, and timely reminders.

Unified Document Search

Find all related documents with our one-search functionality, regardless of their source.

Access Tracking

Keep everyone up to date with tracked and logged access.

Effortless Records Maintenance

Easily monitor and report on retention schedules, ensuring compliance.

Flexible Deployment

Whether on-site or in the cloud, DocuWare is available to adapt to the unique needs of your business.

Intelligent Indexing

DocuWare's Intelligent Indexing is an advanced data capture technology that uses artificial intelligence and machine learning algorithms to automatically extract relevant data from documents and index them. Instead of manual information entries or relying on predefined templates, Intelligent Indexing analyses the content of documents, recognises key data fields, and extracts the required information accurately.

From automated updates for easier future expansions, lower maintenance and operation costs, to streamlined operations, and easy-to-use functions, it provides your business with advantages that saves time and costs while minimising errors.

Intelligent Indexing is also capable of handling various document types, such as invoices, purchase orders, contracts, and forms. It improves efficiency, accelerates document processing, and enhances search capabilities within DocuWare.

Seamless integration via a centralised repository
Digitisation

- Eliminate paper waste and save on printing and storage costs
- Share digitised files seamlessly
- Contribute towards a sustainable environment via reduced paper use and waste

Secure, controlled access to information
Document management

- Enable Intelligent Indexing
- Keep documents secure
- Meet regulatory compliance requirements
- Initiate records management
- Search content and metadata easily
- Provide integration with CRM, ERP, and other applications

Better speed, efficiency, and productivity
Workflow automation

- Configure workflows that realise an adaptive work environment
- Document processing automation for quicker, more efficient processes
- Transformation of business rules into action
- Solve process bottlenecks
- Enhance customer service

Use Case: **Human Resources**

DocuWare for Employee Records Management

HR departments often deal with a large volume of paperwork like resumes, employee records, training materials, and more. Organising and managing these documents effectively can pose significant challenges, from ensuring data security, confidentiality, and compliance requirements to enabling effective collaboration and communication with other departments, hiring managers, and employees.

DocuWare presents a comprehensive solution as a robust document management system. It enables HR departments to digitise, store, and organise documents securely and in a searchable manner. Advanced security features like role-based access controls, audit trails, and encryption are integrated into the system, ensuring data privacy and compliance with regulations like the General Data Protection Regulation (GDPR).

DocuWare also automates document-centric processes, reducing manual effort and saving time. Intelligent Indexing and search capabilities further enhance productivity via quick and easy document retrieval. With web and mobile interfaces, employees can self-serve, access, and update their HR documents and information easily, reducing the administrative hurdle HR staff face.

i

KEY BENEFITS

- Document capture allows users to import and digitise documents from various sources with automated indexing and metadata for easy access
- Document storage provides a secure and scalable storage environment for documents
- Document retrieval employs advanced search algorithms using keywords, metadata, or specific criteria

How DocuWare Helps

HR Process Challenges

- Personal file information scattered across papers, emails, PDFs, and more
- Overwhelming admin effort due to tedious information searches
- Security gaps, unprotected data access, and painful auditing

Solved Through DocuWare

- A centralised, organised, and secure employee record system
- Ready-to-use workflows that enable productive service-oriented HR departments
- Audit readiness and compliance with GDPR

Simplify HR Organisation Processes

DocuWare simplifies HR organisation processes by streamlining operations, enhancing compliance, and empowering HR teams and employees. This frees up valuable time and resources for better focus on crucial HR tasks and objectives.

- Meet employee regulatory and privacy requirements
- Allow every team member to collaborate on a unified, digitised candidate selection process
- Gain access to employee files anytime, anywhere
- Protect employee files with controlled access rights
- Achieve a smooth onboarding process
- Eliminate resources for tracking absences
- Empower self-service among employees for improved engagement and retention

Use Case: **Finance**

DocuWare for Cloud-based Invoice Processing

Manual invoice processing is time-consuming and despite employees' best efforts, the potential for mistakes is high. Duplications are also unavoidable because there is no quick and efficient way to share data across business applications in a manual environment. A slower process flow could cause late payments, damaging vendor relationships while leaving a business vulnerable to extra fees, credit holds, and delivery suspensions.

DocuWare streamlines manual invoice processing by eliminating repetitive tasks and human errors. It allows more invoices to be processed with the same staff resources as your company grows. Data sharing eliminates duplicate entries and enables easy document retrievals.

Speed up reconciliations and allow your managers to identify and remove bottlenecks. DocuWare flags duplicates, routes them for correction, and ensures prompt payment without missing information. With Ricoh and DocuWare, businesses can save time, prevent errors, and build stronger vendor relationships.
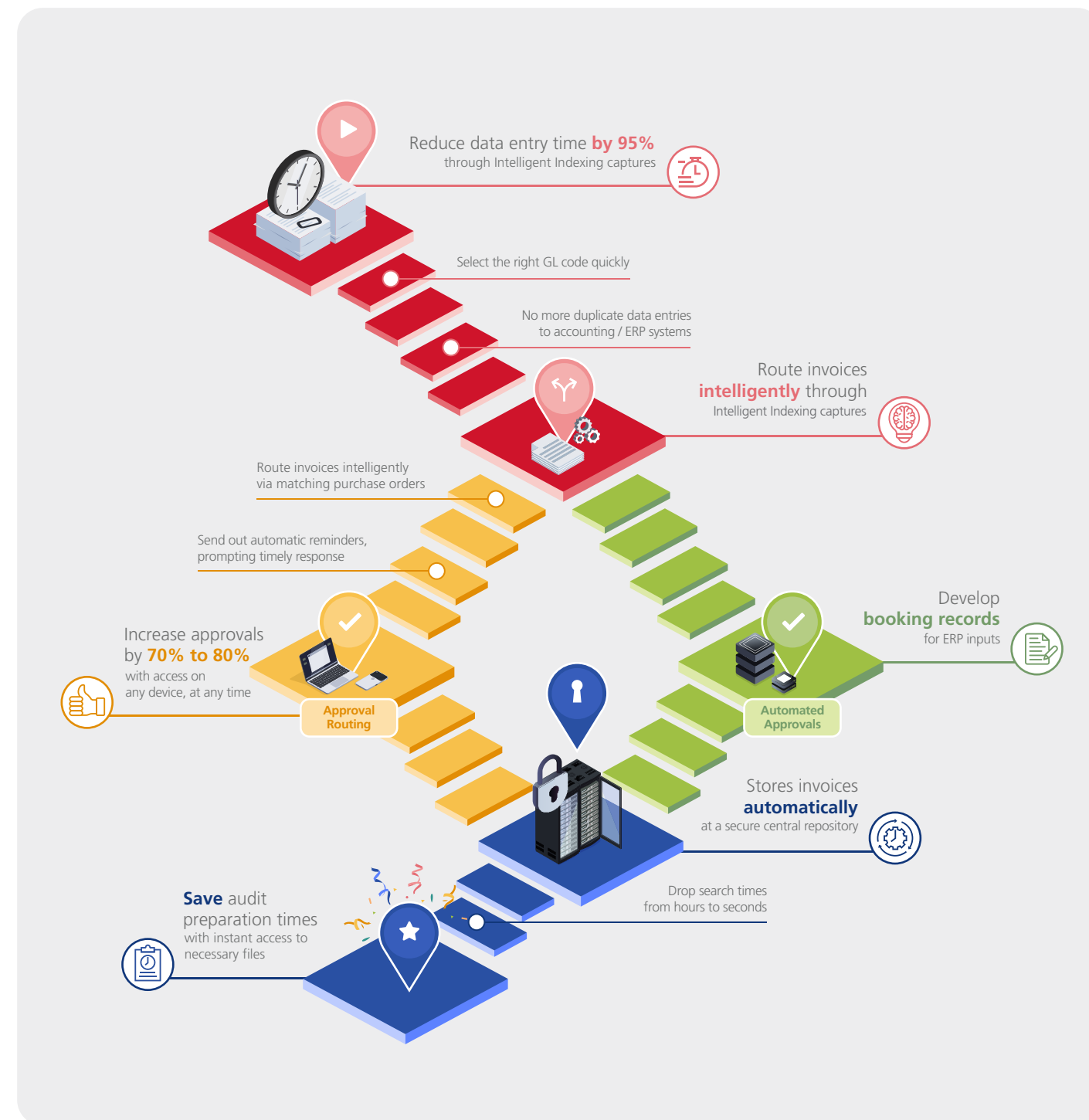
i

KEY BENEFITS

- Rapid and accurate captures from all sources
- Seamless automated workflows from capture to approval and post-back
- Secure and searchable archive

How DocuWare Helps

Invoice Process Challenges

- Manual data entry, clerical errors, and time wasted processing documents
- Delays due to confusing processes and complex coordination
- Security gaps, painful audits, and document loss

Solved Through DocuWare

- Automated Intelligent Indexing and data export
- Smart, adaptable workflow and invoicing routing
- Business continuity, simplified auditing, and meeting compliance measures

Increased Speed and Accuracy at Every Invoice Step

DocuWare gives finance departments the power of automation to handle invoices efficiently. Finance employees have immediate access to relevant information and can authorise payments swiftly. This streamlines the entire process and reduces manual intervention, minimising the risk of human errors. Finance managers can optimise their operations, increase productivity, and gain better control over their invoice workflows.

Reduce data entry time **by 95%** through Intelligent Indexing captures

Select the right GL code quickly

No more duplicate data entries to accounting / ERP systems

Route invoices **intelligently** through Intelligent Indexing captures

Route invoices intelligently via matching purchase orders

Send out automatic reminders, prompting timely response

Develop **booking records** for ERP inputs

Increase approvals by **70% to 80%** with access on any device, at any time

Approval Routing

Automated Approvals

Stores invoices **automatically** at a secure central repository

Save audit preparation times with instant access to necessary files

Drop search times from hours to seconds

Use Case: Business Processes and Operations

DocuWare for Smart Document Control

While businesses today know that the transition to digital is necessary, supply costs and limited employee hours for managing documents stand in the way of unlocking true business value.

With DocuWare, businesses can discover an affordable, on-premises and cloud-based model that solves expensive paper-based processes with automated workflows. You'll never have to spend money on new servers or pay for software updates. Get the smart platform that helps you run everything easily, from workflows to e-signatures, and see a return on your document management investment in as early as six months.

KEY BENEFITS

- Ready-to-use solution for secure archiving and efficient collaboration
- Highest-level security and full DocuWare Cloud functionality
- Versatile tools to edit and process documents

How DocuWare Helps

Document Management Challenges

- Costly paper-based systems due to supply cost and staff resources
- Recurring maintenance costs from updating servers and software
- Risk of data and compliance breaches

Solved Through DocuWare

- Cost-effective automated workflow solution
- Fully cloud-based and no updates required
- Information security that safeguards to prevent arbitrary deletion, lost documents, and data loss

Powerful Solutions for Optimum Work Performance

Discover a wide range of document management benefits that significantly enhance productivity and efficiency. By harnessing the power of innovative document management tools, organisations can experience improved workflow efficiencies, reduced manual intervention, and enhanced accuracy throughout the entire document management lifecycle. With the ability to automate tasks, such as document capture, indexing, and retrieval, organisations can maximise their operational effectiveness while saving valuable time and resources.

Organised filing
Apply Intelligent Indexing, one-click indexing, and have the option to select lists

Versatile access
Use full-text and index searches or gain access via lists and folders and related documents

Seamless teamwork
Easily share, comment, act on, and approve requests

Automated workflows
Set automations for assignments, action date monitoring, reminders, and more
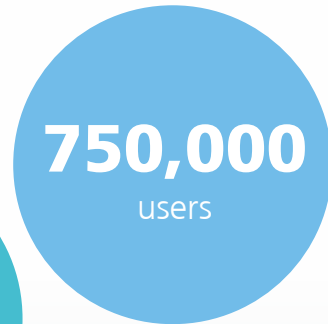
Our Service Model

Businesses can now take advantage of a robust and comprehensive document management solution with Ricoh and DocuWare. Through the integration of the solutions offered by DocuWare with Ricoh's hardware offerings, businesses can achieve a seamless connection between physical and digital document workflows, leading to enhanced efficiency, cost reduction, and improved document security for businesses.

Stay Organised, Stay Efficient.

i

Contact us to find out how Ricoh and DocuWare can elevate your business operations to new levels.

Trusted Across the Globe

35 years of experience

18,000 customers

100+ countries

24 languages

750,000 users

Certifications

ISO 9001 Certified

ISO/IEC 27001 Certified

GDPR

HIPAA COMPLIANT

AICPA SOC — SOC 2 TYPE II CERTIFIED

About Ricoh

Ricoh is empowering digital workplaces by utilising innovative partners and technologies and providing expert services that enable individuals to work smarter from anywhere. With cultivated knowledge and organisational capabilities nurtured over its 85-year history, Ricoh is a leading provider of digital services, process automation, and information management solutions designed to support digital transformation and optimise business performance.

Contact us now

For more information,
visit **ricoh-ap.com**

Ricoh Asia Pacific Pte Ltd

20W Pasir Panjang Road,
#04-28 Mapletree Business City,
Singapore 117439

Learn more about DocuWare at **ricoh-ap.com**

RICOH
imagine. change.