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Content Centric Digital Transformation

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Introductions

Defining Digital Transformation

Trends in Digital Transformation

Ricoh's Approach

Q & A



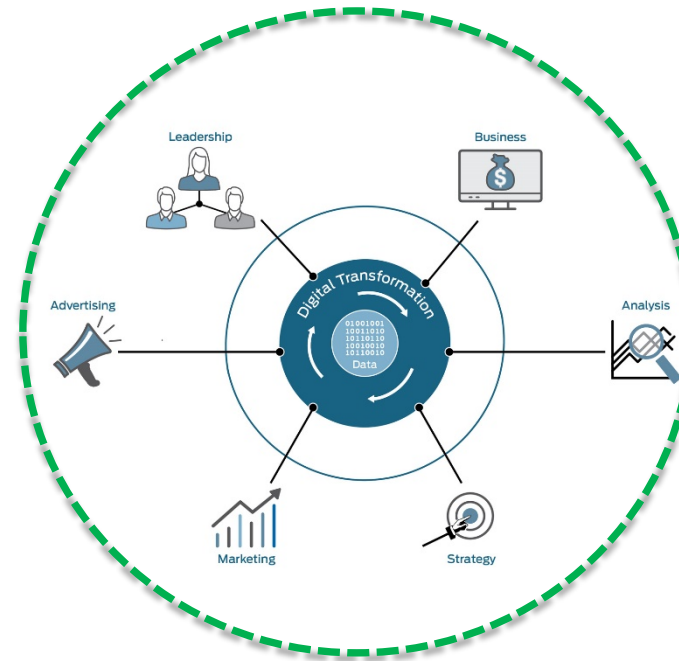
What is the Difference?



Digitization
“Analogue to Digital”



Digitalization
“Automating
Business Process”



Digital Transformation
“customer-driven strategic
business transformation”



Global Impacts
Environment
GeoPolitical

IT Upheaval
Cloud/SaaS
Security
AI

EMERGING CHALLENGES

Economic
Growth
Efficiency
Cost Control

Information
Flood of
Information -
Unstructured

Workstyle
Generation Turnover
Institutional Knowledge
Mobile Worker
Automation

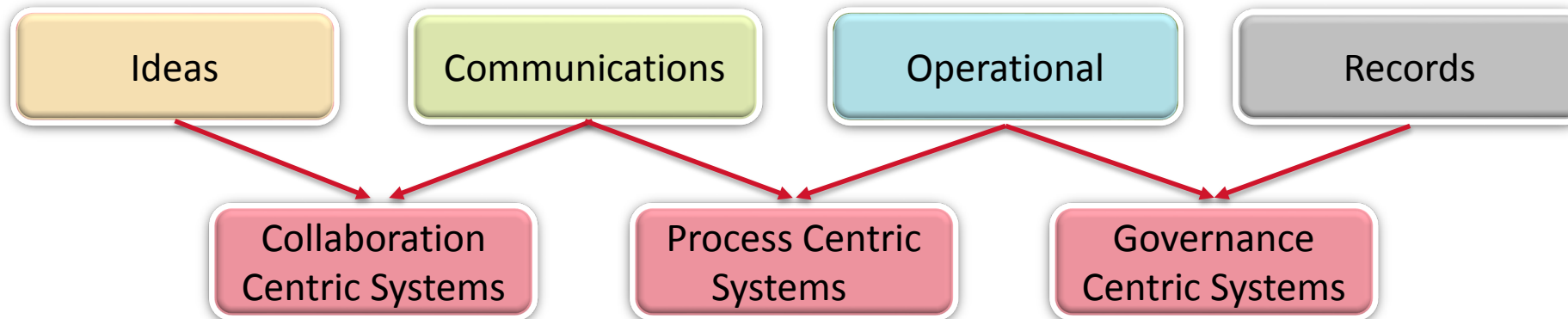
A Minute on the Internet in 2019

Estimated data created on the internet in one minute





- Digital Transformation is transforming data-centric and document – centric business processes [Internal, external stakeholders, customers]
- Even with advancement of technologies today, organisations are facing challenges with in-efficient, disconnected, siloed systems
 - The Average number of repositories managed today in an organisation is 34!!





Trends in Content Centric Digital Transformation

Blurring of Technology Categories

- Workflow engines embedded in multiple product categories (ECM, FSS, collaboration, capture, esignature, etc.)
- Integration of content and process to provide “content in context”
- Growing role of cognitive and AI across the board

Cloud Enablement

- Migration from on premise to cloud solutions
- Integrated and optimized mobile experience is now a requirement

Platform Architectures

- Modular solutions that function as the backbone upon which bespoke, purpose-driven solutions can be built
- Legacy vendors re-positioning and introducing new architectures
- Newer options driven by open source, open standards



- Access to Data Remotely
- Data Security
- Accounts Payable/Receivable Processes
- Human Resources Processes
- Electronic Approvals
- Digital Signatures
- More with Less!



EWS Common Use Case



Accounts Payables – Invoices, PO's, Proof of Delivery, Travel & Expenses, Payroll

Sales Orders | Applications (education & financial) | Service Requests (government) | Admittance (healthcare)

Accounts Receivables – Credit Applications, Billing, Payments/Remittance, Credit Memos/RMAs

Human Resources – Hiring Process, Employee Onboarding, Benefits Management, Employee Files

Legal Department – Contracts, Litigation, Correspondence, Court Documents, Settlements

Inspections | Certifications – Raw Materials, Buildings, Equipment, Services Performed, Land & Water

Compliance – Quality Assurance, Government Regulations, Chain of Custody

Field Service Work – Installations, Repairs, Projects (e.g. construction), Job Costing Time Cards, LEMs

Shipping | Transportation Logistics – BOLs, FOB Sale, Freight Bill, Cert. of Origin, Export/Import, Ins. Cert.

Claims | Warranty Processing – Request Form, Evidence, Correspondence, Settlement Documentation

IDC's Maturity Model for Content Centric Digital Transformation





Where do you start?

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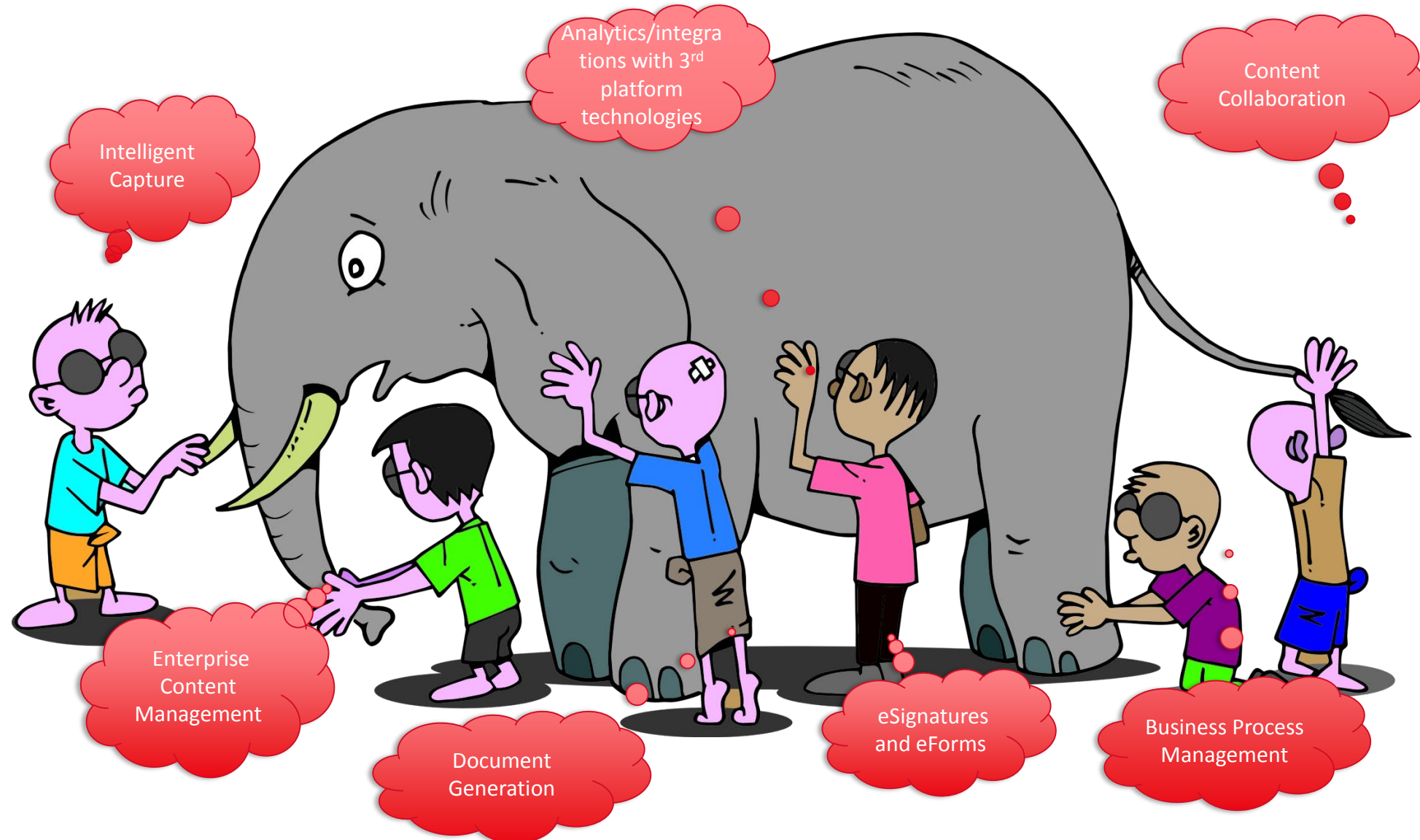


Image Credit : IDC



Vision

A vision of the ideal Digital Transformation environment – one that is specifically tailored to your organizational goals.

Strategy

A strategy that articulates current content challenges, use cases and goals. A content services strategy that includes guiding principles and a plan with realistic timelines for realizing the vision.

Business/Technical Architecture

It details the technologies, the deployment and the operational aspects needed to implement the strategy.



Ricoh's Approach to Empowering Digital Transformation



**Transform the way
you manage your
information.**

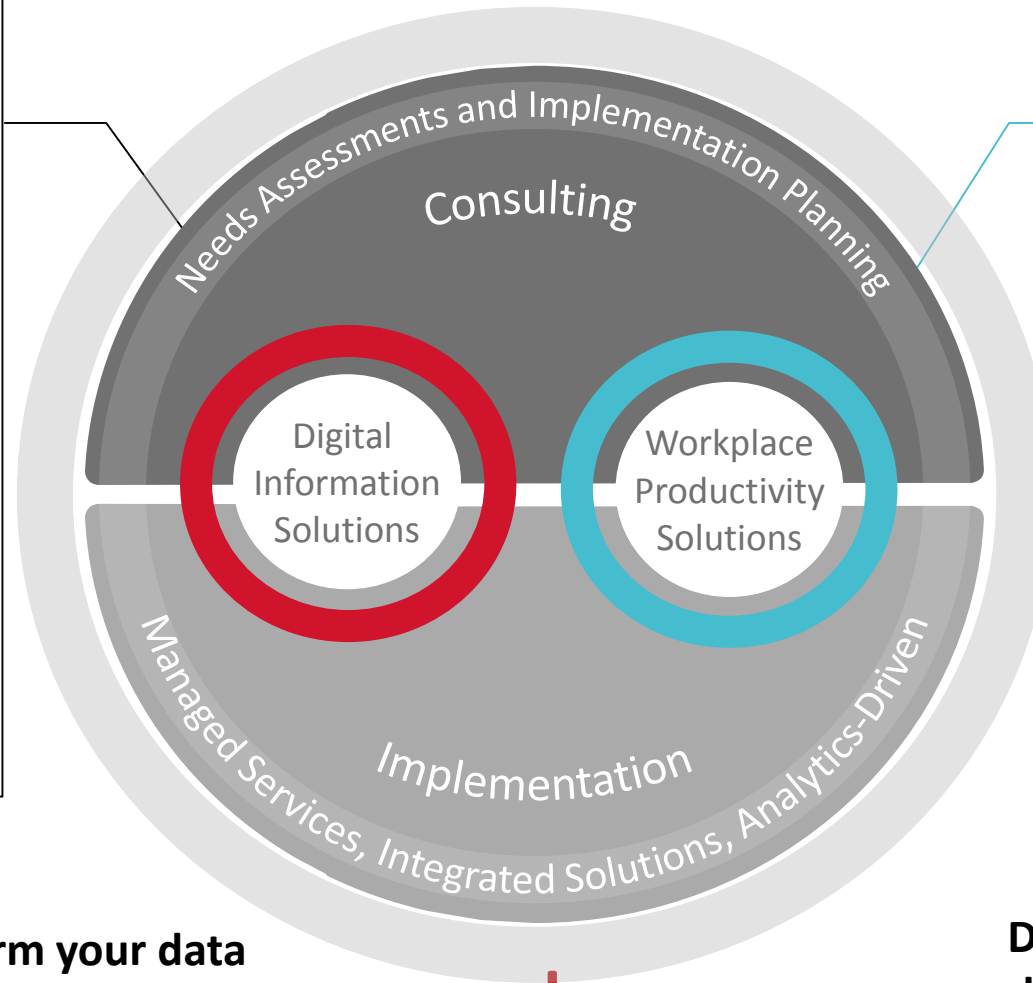
Digitization

Unstructured
Data
Remediation

Secure content
access, anytime
anywhere

Automation of
processes

**Manage, optimize and transform your data
for real-time business insight that drives ROI**



**Transform the way
you connect and
collaborate.**

Mobile
workforce
enablement

Seamless
secure
infrastructure

Engaging
workplaces

Attracting top
talent

**Design your operation for optimized
employee engagement and productivity**



How to start your Digital Transformation Journey

Before you embarks on a major change initiative, let's talk.

- Vision & Planning
- Digital Strategy
- Business Process Review
- Workflow Automation & Simulation
- Business Case Development
- Information Governance
- Workstyle Innovation
- Health check
- Fleet Assessments
- One Ricoh Integrated Solution
- Road-mapping
- Analytics





IDC Benefits of Content Centric Digital Transformation

	Total (N=200)
Number of hours saved each week on document-related tasks	3.1
% reduction in time spent looking for and/or recreating lost or misfiled documents	-12.5%
Average % increase in productivity	40.9%
Average % of cost reduction	35.4%
Average % of error reduction	51.6%
Average % reduction in cost to store documents	41.2%



Summary

- Content Centric Digital Transformation strategy is not a single solution (or even a group of solutions)!
- Remember Digital Transformation is a journey and not a destination
- Plan, prioritize and always focus on business case/ROI to get C-level on board!
- Talk to your Ricoh rep to help build and execute your transformation strategy!!



Starting the Conversation

- Follow the Paper?
- What are some repetitive tasks?
- How are they moving information from clients to office or office to office?
- What are some digitization objectives?

Q & A

EMPOWERING
DIGITAL
WORKPLACES

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Tyson Frantz
Communication Services Consultant

Today's Agenda

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- Safe return to work
- New office workflows
- New office Technologies
- User experience
- How Ricoh can Help



It's a New World of Work

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Our first day back in the office will not be like our last.....



The COVID-19 pandemic has changed how we interact and how we work. Going forward employers will have to enable these changes to ensure employee safety and productivity.

What will it take for people to work in an office?

(Employed Canadians)

71% will work with conditions

I'm
comfortable
enough
already
12%

I won't be
comfortable
until there's
a vaccine
17%

Clean Surfaces
Regularly
66%

Enough Room to
Distance
60%

Reduce Number
of People
47%

People Have To
Wear Masks
37%

Trusted
Organization
56%

Source: Abacus Data



Redefine the Purpose of the Office



Emerging Realities:

- Most office work can be done almost anywhere.
- Productivity measures changing from output to results.
- Knowledge work has become universal.
- Work is done by people, AI and machines.



Redefine the Purpose of the Office



What is the purpose of the office:

- The office is no longer just a location to report to.
- The office is a place that:
 - provides a sense of community
 - creates experiences
 - amplifies your brand
 - creates an environment to reinvent your organization
 - continually renews your culture



Ready for the future

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Respond: Now

- Manage a safe return to the office
- Reduce office density to provide social distancing
- Advance booking for safe workspaces
- Schedule sanitization of space after use
- Maintain safety
- Provide contact tracing

Recover: Tomorrow

- Facilitate employee choice of where to work
- Manage numbers returning to the office
- Identify where employees are most productive
- Provide tools to be more productive
- Gather analytics on demand and usage
- Start to plan the future

Reimagine: The Future

- Empower people to work where most productive
- Frictionless booking and workspace usage
- Smart technology to aid engagement
- Data centric workspace design
- Right-sizing of real estate needs

A woman in a white shirt is working in a server room. She is holding a tablet in her left hand and reaching into a server rack with her right hand. The server racks are filled with various components and cables. The lighting is blue and dramatic, highlighting the woman and the server racks.

How Technology Can Help

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Ricoh Smart and Safe Workplace offerings



As Canada get ready to return to the office,
Ricoh is helping Canadian Businesses
engineer safer working environments.

Smart & Safe Workplace

Digital Mail

Low Touch
Print & Cloud
Workflows

Desk Booking

Visitor
Management

Smart Meeting
Spaces

Smart Lockers

AV Managed
Services



Desk Booking

Desk Booking Kiosk

Wayfinder

Meeting Room Booking

Workplace Occupancy
Sensors

Mobile Booking Apps

Helping to engineer safe distancing in the workplace



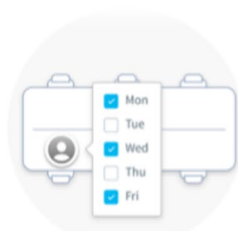
Capacity Planning



1.

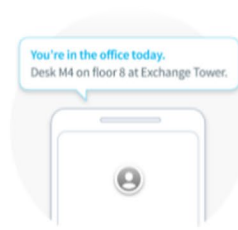
Manage the closure of desks to ensure social distancing.

Social Distancing



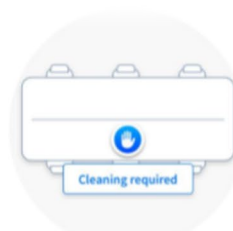
Allow employees to book desks where and when they need them, but only for a limited number of days each month.

Cleaning & Sanitation



Make sure your employees have a desk booked before they come to the office.

Contact Tracing



Automatically generate work orders for your cleaning vendors after a desk is used and not allowing its reuse until it's been deep cleaned.



Provide instant contact tracing by recording who's been sitting where and in what proximity to other employees.

Simple-to-use app to schedule workspace.

Preparing your office for a return to work isn't just about making sure your workforce is safe - it's also about making sure they feel safe.

Our workspace management software provides an easy-to-use solution that allows employees to book desks, find colleagues and be kept informed of changes in the workplace;

- **Enabling employees to find and book desks** and private offices.
- **Providing daily updates on workspace closures** and desk availability before leaving home.
- **Helping employees find out where a colleague is working** on any given day.
- **Updating employees on any contacts** with co-workers that have subsequently tested positive.



Workplace safely extended to vendors, customer and visitors



- Pre-meeting visitor screening
- Touchless Self Check-in via QR code or proximity check-in upon arrival
- Integrated in-app wayfinding
- Customizable forms for check-in approval
- MS Outlook enabled

Digital Signage

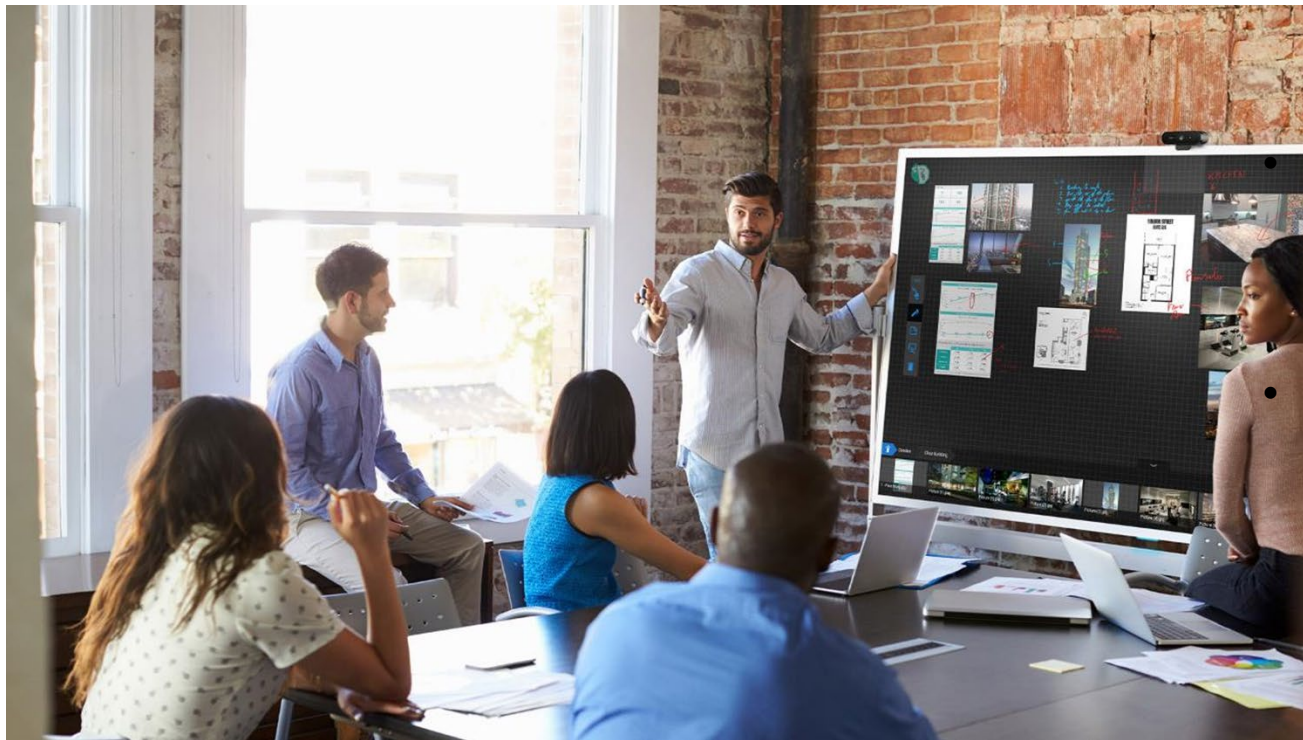
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Improve communication, creativity and collaboration



- Video conferencing connecting all workers regardless of location
- Clean, safe, Interactive flat panel displays for sharing ideas with meeting participants
- Collaboration software for more effective brainstorming and presentations
- Communications Services Reimagined



- How can we recreate group collaboration, remotely ?
Reactiv Suite: a virtual table & a virtual wall, to work together again
- Benefits
 - Allow for efficient & fluid collaboration
 - Maintain productivity for those vital corporate functions that rely on collaboration

Simple and inexpensive Teams-certified room systems

- Update AV technology to support increased need for remote meetings (leverage underutilized travel budget)
- AV solutions from leading manufacturers delivered by Ricoh's national AV Service team and partners



Lenovo



logitech



LG



CRESTRON

BYOD – User experience

- The new system will operate in BYOD-mode
- It will work with any VC client installed onto the user's PC
- User connects his laptop via 2 cables:
- A USB cable to the AV bar/Single system
- An HDMI/VGA to the existing projector or display
- User starts a VC call (any compatible client installed on the desktop) and select audio & speakers in the client
- A quick setup guide can be provided and left in the room for user guidance



Design



Ricoh
specialists



Assess

- Study occupancy and how spaces are used
- ✓ Determine unique technology needs

Solution



- Customized design including hardware, software, and services
- Ricoh branded and 3rd party
- Meeting space integration, digital signage, workplace solution like room booking & intelligent office

Implement



- Trusted global partner delivering turnkey solutions for over 80 years



Immediate
access to
data

Greater
speed and
flexibility

Manage



- Ongoing monitoring and problem resolution
- Support your changing technology needs in the future

24h

Home or
mobile
working

Reduce
repetitive
admin tasks

Technology
that empowers
your people

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Questions





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