

UNLEASH THE POTENTIAL of your organization.



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digitalization and process automation trends from 2021

In recent months there has been an increasing need to access information immediately, store it in a safe place and have automated processes which reduce time and manual efforts. No doubt Digitalization is the first step to achieve digital transformation in organizations. Processes automation and digitalized information optimization has proven essential to achieve digital fluency and greater efficiencies.

It has a direct impact on people, their agility and productivity. Today, different areas of an organization require different information in different ways. For Human Resources, for example, it is essential to have accessible, digital and secure information while having collaborators working in different places. The recruitment and staff down-sizing processes must go on.

The need for achieving cost savings and other daily operations is a reality. The organizations Finance area, today more than ever, is considering investing in business processes digitalization and automation to improve operations, reduce costs and free the finance team from repetitive manual tasks, so that they can focus on achieving greater profitability for the business.

Other strong candidates are Marketing and Sales, key areas for business continuity in this new times. Being able to have customer contracts in a digital format, securely store emails from Outlook or other email platforms, securely access customer documents directly from the CRM record, manage automated marketing content, and many other requirements of today, is vital for efficient business management.

65%

of CIOs

empower and digitally enable frontline collaborators with data, artificial intelligence and security to extend productivity, adaptability and decision making in the face of rapid changes.”*

IDC FutureScape 2021



Today, more than ever, it is key that information is captured correctly and sent to management systems immediately, under a secure digital ecosystem that provides updated information to employees and frees them from slow manual processes, so they can dedicate themselves to enhancing their talent.

To achieve more agile digital ecosystems, the first step is the capturing of physical documents, or digitalization, followed by the processes automation to achieve efficiencies, as previously noted. But, How to improve data-driven decision making? How to go on liberating employees from repetitive tasks and manual processes?

Document digitalization and process automation not only improves employee experience by freeing them from time-consuming procedures and repetitive manual tasks, but also improves customer experience by reducing response times and thus providing a more efficient and personalized customer service. This translates to a positive impact for the company.

Business processes digitalization and automation starts to build the digital ecosystem of your business, but once the data is organized, it is essential to have data analysis (BI) and Artificial Intelligence solutions to improve decision-making based on real-time data.

* Based on data provided by IDC FutureScape 2021 on forecasts for this year.



Optimization: The keyword in decision making.

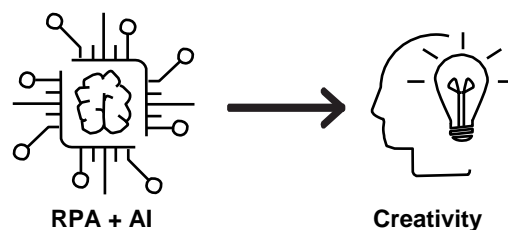
To optimize business processes, CIOs and other decision makers in functional areas (C-suites) consider investing in business intelligence and artificial intelligence (AI) tools to interpret business results in real time and in a clear and easy manner, so innovation strategies can be implemented. This is already a reality. Accelerating digital adoption is not an option. According to a study on 2021 predictions by Forrester, **35% of growing companies will invest in AI solutions in the workplace to help their employees deal with process disruptions.***

Boosting the creativity of organizations collaborators today is impossible without a disruptive technology that involves business intelligence, Artificial Intelligence and Machine Learning. This is why we cannot talk about optimization without mentioning Process Automation through Robots (Robotic Process Automation - RPA). According to Gartner, RPA market will exceed \$ 1 billion by 2021.

From now on, 40% of companies will have adopted some RPA Software tool.**

RPA adoption will increase as the awareness of this technology among commercial users increases. In fact, by 2024, Gartner predicts that nearly half of all new RPA users will be from business areas outside of IT.**

UNLEASH YOUR POTENTIAL



* Forecasts 2021: The Time Is Now For AI To Shine
(forrester.com)

** Robotic Process Automation Revenue to Reach \$ 2 Bn |
Gartner



Main organizations challenges

Before starting to implement projects to digitalize, automate and optimize your company's business processes, it is essential to understand the starting point. To this end, it is appropriate to analyze the challenges faced by each department related to this digital initial stage. Boosting human talent in a digital ecosystem is not only the CIO's decision. But also the leaders of functional areas such as Finance, Human Resources, Security, Sales and Marketing require a disruptive technology and digital services to respond with greater agility in this new times. The main challenges faced by these areas in this digital age in Latin American companies include:



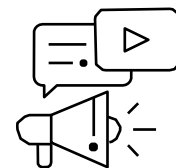
Finance

- Accelerate collections.
- Increase profitability
- Comply with the regulatory requirements to maintain control of processes against audits.



Human Resources

- Comply with personnel recruitment or down-sizing, due to organizational restructurings for the new hybrid working times.
- Cost savings.



Sales and Marketing

- Automated marketing processes.
- Accessibility to documents and contracts in a digital and secure way, working from anywhere.
- Centralized processes and real-time results to support business decision making.



Know the level of digital maturity of your organization.

The level of digital maturity of a business is determined by its degree of digitalization, automation and process optimization, leaving behind traditional processes to achieve greater digital fluidity in a complete ecosystem of solutions that drive agility, flexibility and efficiencies. Therefore, as this level of digital maturity advances, the more liberated the employees will be to be more creative and innovative.

That is why the **more advanced the level of digital maturity of organizations is, the more prepared companies are for the new digital era.** Ricoh has defined, through various studies and measurements over time, some characteristics that define the digital maturity of a company or institution, from its most basic to its most advanced level:

Bsic Level	Higher Level	Advanced Level
<ul style="list-style-type: none">- Handling of all physical documents in all departments.- Your IT ecosystem lacks automated workflow.- There is no systems integration and all processes are decentralized.- High IT vulnerabilities.	<ul style="list-style-type: none">- Handling of both physical and digital documents.- Your IT ecosystem still lacks automated workflow.- There is no systems integration and all processes are decentralized.- Medium IT vulnerability.	<ul style="list-style-type: none">- Handling of digitalized documents.- Your IT ecosystem has an automated workflow already.- There is greater integration between your systems, and processes are decentralized.- Little IT vulnerability.- You have not yet delved into BI for decision making.



Growth opportunities for your business according to its digital maturity level

Once you have identified your company's digital maturity level, Ricoh shares a series of recommendations based on the stage in which your digital ecosystem is, aiming to achieve the next level of digital transformation and free your collaborators by promoting their maximum potential in favor of your business.

Recommendations by level to transform your traditional ecosystem into a solid Digital Ecosystem:

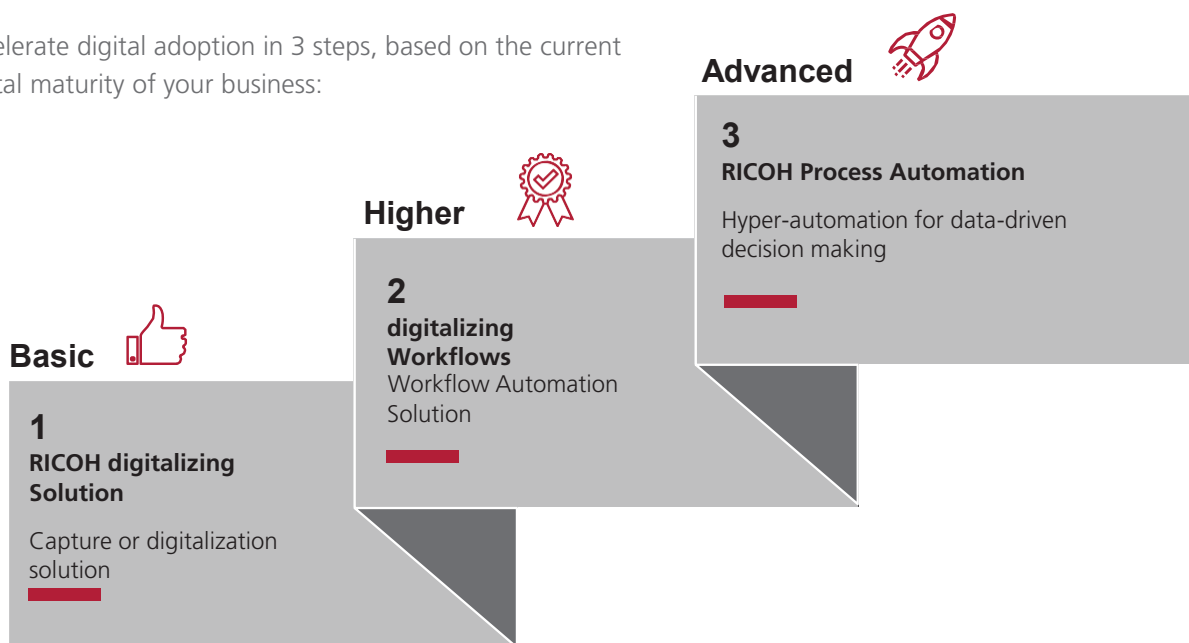
Basic Level	Higher Level	Advanced Level
<ul style="list-style-type: none">- digitalize your documents to minimize manual effort and have the information always available.- digitalize documents directly to useful cloud applications like Google Drive, Dropbox or Onedrive, for added security.	<ul style="list-style-type: none">- Implement automated workflows in all critical processes of your business that apply, to achieve greater agility and time savings.- Centralize your processes with a more effective integration of your systems.- Implement disaster recovery solutions.	<ul style="list-style-type: none">- Implement data analysis or business intelligence solutions to support the decision-making process with real-time information.- Have the right foundation to start projects with Robotic Process Automation (RPA) for more advanced flows and greater efficiency.



Digitalize, Automate and Optimize to gain efficiencies

For each recommendation above, Ricoh has a solution tailored to the needs of your business according to your company's digital maturity level, to support you in reaching the next level of digital transformation, taking your traditional IT ecosystem to a hybrid, agile and safe digital ecosystem.

How to accelerate digital adoption in 3 steps, based on the current level of digital maturity of your business:





Your digital information,
available and secure.

Information comes in many different ways: Fax, mail, email, web forms, and of course paper documents, to name a few.

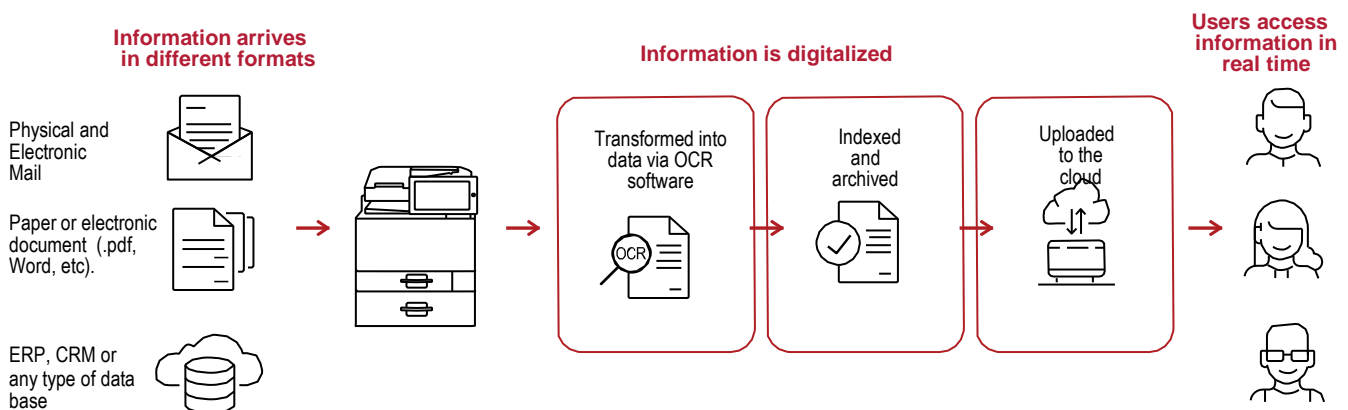
Each entry point offers you the opportunity to intelligently capture information in a way that it can be found and used in future business processes. Furthermore, document digitalization and content indexing can be a completely automated process. "Indexing" is the critical step that transforms documents into manageable information.

The indexing process is significantly improved by software that uses machine learning. Machine learning technology remembers the structure of each document, as well as its indexing corrections. Each capture increases the tool speed, precision and reliability. The more machine learning is used, the less time will be spent manually entering data.

Basic level: Capture or digitalization solution

Business takes place everywhere: in the office, on the road, at home. With the Capture or digitalization Solution, you can digitalize and secure your information to successfully share it with your team from anywhere, on any device, and at any time. This is the new productivity pace for business continuity.

It is also important to be able to capture relevant data found in your ERP, CRM or other business area software. It is crucial that your document management software and other systems can communicate with each other, retrieve data, and complete records to keep business information in sync. This is the first step to streamline processes by freeing your collaborators from repetitive tasks, physical documents handling and manual processes.



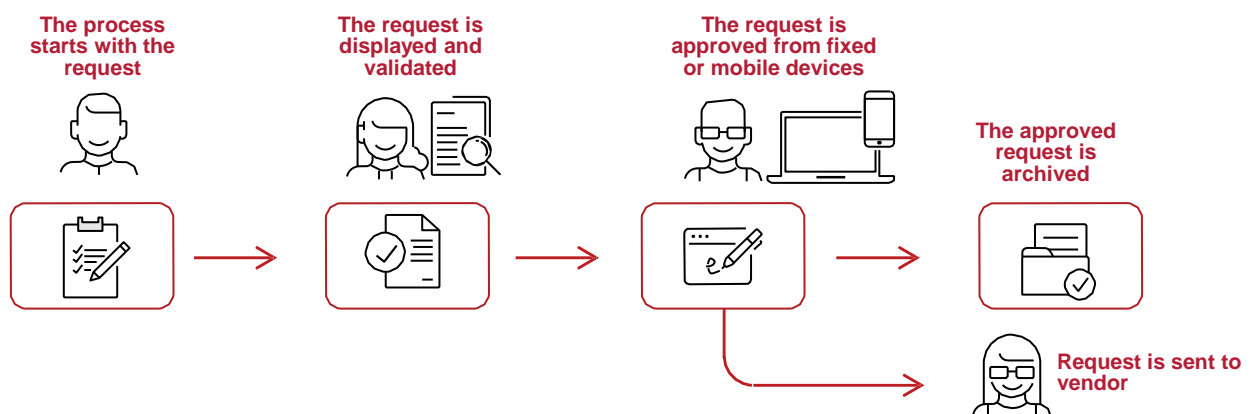


Automate the most critical processes for a more agile and productive digital ecosystem.

Higher Level: Workflow Automation Solution

Automation lets you share information with anyone on your team who needs visibility into a workflow process. Each collaborator who is responsible for completing a task can see it in the Process Automation Solution. A manager can see which steps have been completed and which ones remains to be done. Create streamlined digital workflows, with predefined processes for submitting, reviewing, and approving documents.

It is undoubtedly a useful mechanism that develops understanding, consensus, planning and process improvements. It also includes integration of web forms in each process that makes up the workflow, creating a much faster route towards general digitalization. In addition, it provides mobile capabilities that allow you to capture, send and approve documents on the go. We help you to integrate information so you can visualize your business improvement opportunities with proper workflows.





Hyper-automation for data-driven decision making

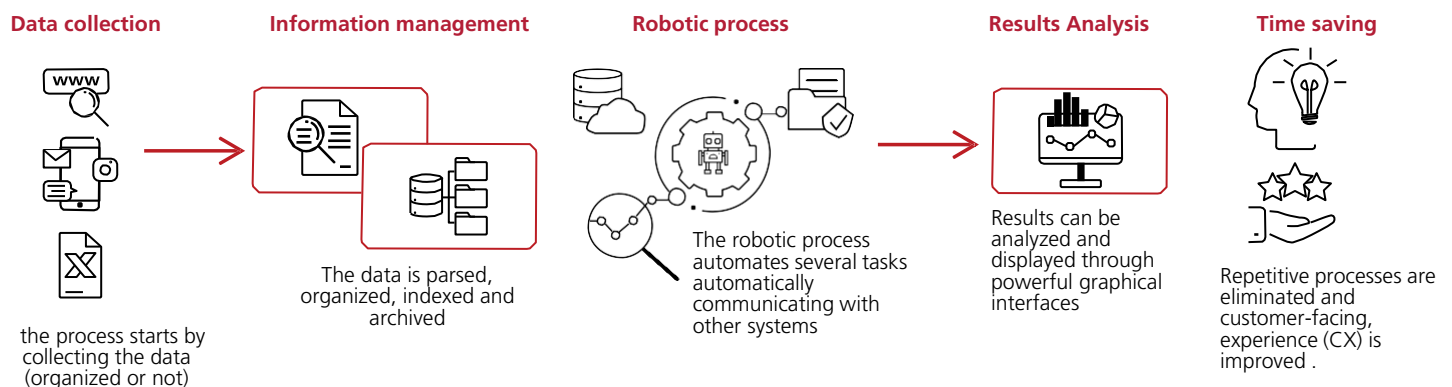
Advanced Level: RICOH Process Automation

RPA or Ricoh Process Automation is a service that integrates analytical, robot and machine learning solutions that interact with digital systems to convert your traditional business processes to more agile and efficient procedures.

RPA can handle repetitive tasks using an interface to capture structured and unstructured data, interpret it, and generate automatic responses, seamlessly

communicating with other systems. This solution is capable of working 24/7 in a cost-effective way.

RPA streamlines your organization's business and operational processes, saving time, reducing complaints and claims, avoiding non-compliance penalties, and increasing customer satisfaction.



At RICOH we accelerate your business digital adoption by unleashing your collaborators potential, to achieve greater efficiencies.

Document management for financial services



Digitalizes paper records and their instant retrieval, to provide staff with the information they need to create the best customer experience.

Stores customer records electronically to save office space.

Create eforms or electronic forms to quickly capture and process claims, information requests and much more.

Helps financial health by **automating accounts payable and receivable**.

Integration of your customer billing and other systems to maximize the value of your existing technology.

Human resources management begins with employees registration



Personnel selection and hiring: Create job postings, manage resumes received and use workflow to gather feedback from internal stakeholders, build talent pools, and give employees the best possible start from day one.

Performance assessments: Monitor the performance of each employee, provide early assessments and conduct structured interviews.

Free time management: Give employees the ability to request vacations, personal time, or medical leave, and keep track of it all from one place.

Legal compliance: Keep confidential information safe with access rights and retention policies to comply with HIPAA, GDPR and other legal requirements.

Workflow Solutions and Marketing & Sales Documents Management



Access documents from anywhere: Each customer record is centralized, organized, and ready when you need it. Access archived emails, estimates, invoices, proposals, contracts and presentations from any device.

Greater control of contracts: Manage different versions, match related documents, manage approvals and electronic signatures, and set reminder tasks for renewals and extensions.

Stay connected with Outlook: Store and search for messages and attachments with DocuWare's native integration with Outlook or other email clients.

General Administration: Securely archive and organize your documents



Compliant with standards: Regulatory compliance standards are designed to protect individuals and businesses.

Prepare for possible crises: Secure archiving supports your disaster recovery processes to help you recover from unforeseen catastrophes.

Audit Tracking and Transparency: every capture, version, and annotation of a document is registered, for complete tracking, and every step of the workflow is registered, for process transparency.

Everything encrypted, everything protected: All data transmissions are sent over HTTPS, and all documents are AES encrypted.

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Cariburo, St. Martin (French)

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<http://www.grupocsi.com.do/>

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<http://www.diplux.com.ve/>

Estratec S.A. de C.V., México
<http://www.estrateg.com/>

External Market S.A., Argentina
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Hermoso y Vigil S.A., Nicaragua
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