

Case Study

Ricoh Expense (REX)

Automated expense management saves money, frees staff time and improves reporting and visibility

"The new REX system has helped us gain lean proficiencies in our accounts payable department, which now processes over a thousand expense reports on a monthly basis with less than 50 percent of the work effort."

– Rich Perri, Chief Financial Officer,
Ricoh Canada

ABOUT THE CUSTOMER

For over 80 years, Ricoh has been helping customers with their workplace needs. As a global technology company specializing in business services, imaging equipment, production print solutions, document management solutions and IT services, Ricoh delivers innovative solutions that empower the digital workplace. Ricoh is committed to providing excellence and improving the quality of work, quality of living, and sustainability of its customers.

CHALLENGE

Expense management is a notoriously time-consuming and labour intensive task – and Ricoh's own expense management was no exception. Office personnel had to manage receipts, spreadsheets, reports, submittals and routing for management approvals, all in a paper-based system that was prone to delays and errors.

"Before implementing REX we had a very paper-based process," says Kevin Morton, Manager, Professional Services at Ricoh Canada. "Some of our biggest challenges were around getting approvals. If expenses take a month to process, some people could have several thousand dollars in expenses outstanding."

The reliance on manual, paper-based processing caused significant bottlenecks throughout the expense workflow. This led to delayed reimbursement and also created headaches for the finance department around reconciliation at month and quarter end periods.

CHALLENGE

- Paper-based expense management system prone to delays and errors
- Long approval times regularly left employees with several thousand dollars in outstanding expenses
- Lack of timeliness and visibility caused finance department to struggle with month and quarter end reconciliation

SOLUTION

- Ricoh's REX solution deployed for a fully automated, web-based expense management system
- All manual processes now combined into single automated workflow
- Improved recordkeeping and reporting

RESULTS

- Reduced time spent submitting, processing and approving expenses
- Cost savings via reduced courier and printing needs and increased proficiencies in accounts payable
- Fewer errors when processing expense reports
- Management and finance able to optimize business expenses using improved visibility and reporting

Case Study

RICOH
imagine. change.

SOLUTION

Ricoh's REX solution has automated the expense management process from start to finish, freeing up staff time, reducing delays and improving reporting and visibility.

"Today the expense management process is completely automated," says Morton. "You can start with taking a picture of your receipt, enter the data online, submit it through our system, and you will get alerts when it's approved by your manager and by finance."

As a web-based, cloud-enabled, ERP integrated solution, REX streamlines the entire lifecycle of expense submissions and approvals. All steps of the process that were formerly manual are combined into a single, automated workflow.

Both office and mobile workers can now use REX to submit expenses and attach receipts from any location, and receive automated notifications at every step of the approvals process. REX also equips employees, managers and the finance department with reporting and records access for increased visibility.

RESULTS

Now, expenses are processed more quickly, easily, and with fewer errors than before.

"REX allows the staff to submit their expenses in a fraction of the time compared to the previous system," says Morton. "This has allowed salespeople to go back to their core function: driving business and working with customers."

As a digital solution, REX has eliminated or reduced costs for Ricoh across a number of areas, including a 30 percent reduction in courier costs and significantly lowered printing costs.

"The new REX system has helped us unlock cost savings," explains Rich Perri, Chief Financial Officer, Ricoh Canada. "It has enabled us to gain lean proficiencies in our accounts payable department, which now processes over a thousand expense reports on a monthly basis with less than 50 percent of the work effort."

Now that employees have regained control over their time, they are more productive and better focused. All manual steps have been combined into a simplified and automated workflow, leading to a reduction in the total time to process an expense report and a decrease in the number of errors. Finally, management has more visibility than ever into the lifecycle of expense documents, providing opportunities for ongoing streamlining and optimization.

"As Chief Financial Officer, having access to real-time information on the cost to run the business is critically important," says Perri. "The REX system allows me to have that access when I need it and how I want to see it, which enables me to manage the total expenses running through the business."

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