

**Business  
Process  
Agility  
Consulting  
Practice**



## We Turn Information into Innovation

At Ricoh, we believe fundamental business processes and information management form the backbone of every organization's ability to perform and execute on strategic initiatives. In the New World of Work, organizations are undergoing major transformations requiring bold actions. To support these transformations, business processes must become more agile – designed to respond to change and dynamically adjust to customer needs.

## Road to Transformation

The containers of business information – applications, printed pages, databases, email transmissions – hold the secrets to untapped potential and misspent resources. Analyst research suggests that freeing gridlocked information can equate to a \$25,000 per year, per employee benefit to an organization<sup>1</sup>. Ricoh Consulting Services is focused on how people access, share and use information. When we obtain a representative snapshot of those containers and the business processes that interact with them, the road to information transformation becomes tangible and measurable. We help millions of people communicate, share and collaborate so they can turn their ideas into reality.

## Begin with the End in Mind

Beginning with the end in mind – it's

what allows us to stand behind our data and recommendations, instead of leaving you to labor through the practical details. Our ability to assess, design and deliver solutions to reinvent how our customers do business is a core strength and part of our tremendous track record for success. We begin with a deep understanding of the flow of information across your organization. As your organization grows and evolves, this flow becomes more complex, while processes often remain unchanged. This results in waste – excess duplication and debris, manual effort, delays in decision making and unintended risks. Reducing that waste by understanding and re-engineering processes is the first step to becoming more agile. Our holistic approach helps our clients prioritize opportunities to create a transformational roadmap that enables greater user adoption, customer service and cost efficiency.

## History of Excellence

Our unique history in document management gives us a distinct advantage in identifying and creating value from the content circulating through an organization. Replacing manual steps to capture, identify, route, store and dispose of information is crucial for companies to gain productivity, efficiency and organizational excellence. Ricoh has been designing and implementing content management, capture, workflow, infrastructure and business intelligence solutions since the technologies were in their infancy. We deliver transformative solutions by leveraging a broad range of

technology and services, forward thinking and continuous innovation.

## Recover Profit from Process

Accurately determining the monetary contribution of the current business process and projecting the impact of recommended improvements is vital to prioritizing the opportunities in any transformative initiative. We calculate the direct and indirect details to predict the outcomes of change. The result? Your organization makes more effective use of new and existing technology investments, infrastructure support and procurement administration – and reduces the amount of re-work needed to achieve your desired state.

### Why Business Process Agility?

- Leverage the talent and tools currently in place
- Reduce cost, waste and redundancy
- Plan for the long-term with adaptive, sustainable improvements

### You may also be interested in:

- Enterprise Mobility
- Governance, Risk and Compliance
- Organizational Change Management

<sup>1</sup> IDC White Paper: "Addressing Information Gridlock Achieves Real Business Benefits," July 2015