

# Sustainable Process Management Best Practices

The requisites for modern process management

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# Content

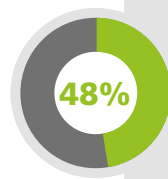
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# The Need to Level Up Efficiency

In a constantly evolving business landscape and world, work efficiency and productivity are of the essence. This is especially important in light of recent worldwide transitions to more hybrid and remote work models. Embracing this change will require businesses to strategically re-examine not only their work models but the way they manage their business processes in order to maintain efficiency wherever work gets done.



**48%** of employees will likely work remotely at least part of the time after the pandemic.

**Gartner, 2020**

However, it's important to note that over 50% of businesses don't have clarity around their systems and processes, and they know it's holding them back. Although process methodologies and techniques have evolved, many businesses still use the same ways of communicating and managing process knowledge, some of which have not changed since the 90s.

Smart organisations understand the increasing necessity to take a more efficient, sustainable, and adaptable approach to process management. They know that anticipating the needs of the rapidly growing digital workforce means automating IT processes across the enterprise.

In fact, many forward-thinking companies are looking into investing in systems to integrate and transform their organisational culture to drive growth. They are seeking cost-effective solutions to integrate systems, automate processes as well as to digitise paper-based records, workflows and forms to reduce the amount of manual, repetitive work so that their staff can focus on more strategic tasks.

With the right solution, data powered by automation, AI, machine learning, and analytics, can be easily extracted and fed into dynamic management dashboards for important decision-making to drive core business.



**2/3 of organisations** are increasing investments in automation and AI either somewhat or significantly

**McKinsey, 2021**

In this eBook, you'll discover how organisations can modernise their process management for the future of work with insights on:

- 1** The 7 fundamental process management requisites for modern businesses
- 2** The 5 best practices for long-term, sustainable process management
- 3** Why Workflow & Automation solutions are key to unlocking improved operational efficiency, increased productivity, and reduced costs.

# 7 Process Management Requisites for Modern Businesses

Recent experience has taught us that we need to be better prepared to keep business going while adapting to changes in the business landscape. From a process management perspective, that means ensuring you tick all these boxes.



## Focus on the user experience

Companies must do away with overly complex data and repetitive, manual paper-based tasks in favour of simple tools that drive employee engagement through superior functionality and company-wide accessibility.



## Simplify and centralise documentation

Creating procedure documents on Microsoft Word is simple enough, but managing them is challenging. Making minor changes or edits to a procedure might require searching for and updating several documents that are often stored in multiple locations, like the company intranet and on individual employee computers. Many companies are looking into digitising their content on the cloud to alleviate this challenge.

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Employees who are used to simple, user-friendly tools are not likely to be engaged by a complex flowchart or Word document.

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## Offer fast notification of changes

To perform effectively and to quickly communicate updates or changes to processes, employees need access to accurate, up-to-date process information. With static procedure documents, notifying employees of changes and ensuring they are using the most current version of a process depends on personalised notifications and reminders, like a personal dashboard that triggers emails to a dynamic list of affected stakeholders.



### Enable dynamic process content

What happens when you need to make various changes across multiple processes? Who is going to hunt through all those documents to find and update the impacted processes? Process changes and updates often require edits to objects, or activities that appear in many different processes. Process owners just don't bother with this non-value adding administrative activity and nor should they.

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Notifying employees of changes and ensuring they are using the most current version of a process is critical

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### Provide easy access to key information

Data isn't helpful unless it's accessible. That's why search, tracking, reporting, and analytics are an expected part of many process management tools. Because static documents don't have these functions, it becomes incredibly time consuming to answer even the simplest questions about process management: "How many process documents do we have? How many documents are out of date? When were these last updated?"



### Empower process ownership

When a process is considered "finished," and there aren't any experts taking responsibility for each one, it's all too easy for procedure documents to stay the same—even when the actual process needs changing or has already been changed in practice. Teams need to feel they own their processes and have the autonomy to make changes to them.



### Provide multiple points of access

Centralising all process information in one place is a good start but it doesn't guarantee team engagement. Process knowledge must be up-to-date and available in real time across the multiple platforms used in an organisation. The easier the information is to access when teams need it, the more likely they are to use it, whether it's from the office, home, or even on the road.





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The easier information is to access when teams need it, the more likely they are to use it.

To ensure your organisation can meet these business process requirements, you must have the right tools to facilitate them. Legacy and manual tools like spreadsheets alone are ineffective in managing business processes and process knowledge because they simply lack the capabilities that companies of the digital age need to enable visibility, collaboration, and connectivity.

Businesses who understand this are adopting process management technologies to improve operational efficiency, mitigate operational risk, reduce costs, offset the negative effects of complexity, and improve standards enforcement—and they are all the better for it. A **Deloitte research** found that **95% of organisations that have implemented Robotic Process Automation (RPA) say the technology has improved productivity**, while 93% and 81% say it has improved compliance and reduced costs, respectively.



# 5 Best Practices for Long-Term, Sustainable Process Management

Today, effective knowledge management isn't just helpful—it's essential for business growth and survival. Along with carefully selected process management solutions, here are five best practices that companies must consider for a sustainable and efficient approach to process management.

<b>1</b>	<b>Governance and visible leadership</b>	Before thinking about selecting a process management tool, you need to establish executive buy-in and leadership. Without visible leadership and support at a senior management level and throughout the business, process management software might help but it won't enable you to effect real change in your business.
<b>2</b>	<b>Engaging and useful information</b>	It's important to present process information in a user-friendly format and make it relevant—ideally with each user having a personalised dashboard to view their daily processes. Processes need to be laid out in easy steps, with more detail available if required. A good test for ease of use is whether users are able to read and understand process information in less than 30 seconds.
<b>3</b>	<b>Information when and where you need it</b>	Process knowledge should be easy to find through intelligent search functions, and simple to access and share using email, company intranet, or through the employee's software programs, such as SAP software for finance teams. Information on the state of your processes should also be readily available. At a glance, you should be able to see how many processes you have, when they were last updated, and who is responsible for them.
<b>4</b>	<b>Process ownership by users, not specialists</b>	Process information is only useful if it really reflects what happens on the ground. That's why it's important for employees in the trenches to have ownership of their processes. The process owner should be responsible for changing and improving their processes to keep them relevant. Because most processes are used by multiple people across the business, you should also make sure it's easy for others to give feedback and suggest changes. It's about empowering the people who actually use process information to help improve it.
<b>5</b>	<b>Change management</b>	Change is one of the biggest challenges of process management. To ensure process documentation is up to date, and that stakeholders are kept in the loop when changes are made, you need to adopt a process management approach that makes change management fast and simple. Cloud-based solutions enable automatic updates and individual dashboards highlight any changes and help keep track of updates. This type of functionality can also be used for signoff and managing compliance.

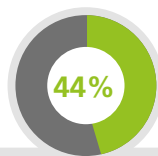
# Why Workflow & Automation Solutions Matter?

Thanks to all the advancements in workplace technology that have changed the way we communicate and consume information, many managers worry that they are unable to properly and effectively supervise people who work from home.

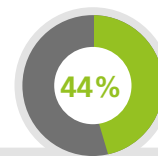
Workflow automation has mitigated this challenge, among many others, by taking the focus off the worker and placing it firmly on the work. With workflow automation, all activities and tasks can be tracked, with automatic notifications sent to supervisors once tasks are completed. When paired with secured, efficient remote communications, companies can expand the scope of their operations to include every stakeholder—from employees to associates, suppliers, and even customers.

Intelligent devices and systems that power workflow automation help staff manage their tasks and automate the all-important process of reporting results. Employees can focus their time and energy on work that really matters, while relying on automated systems to recognise results and then convey them to supervisors.

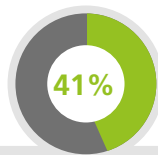
Businesses in every sector are exploring the efficiencies and cost savings that digital workflow automation brings. In fact, a research commissioned by **Ricoh Europe** revealed some of the advantages that employees experience while using Workflow & Automation solutions, which include:



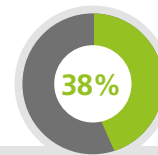
**Greater speed and flexibility from tech**



**Quick access to data**



**Reduction in repetitive tasks**

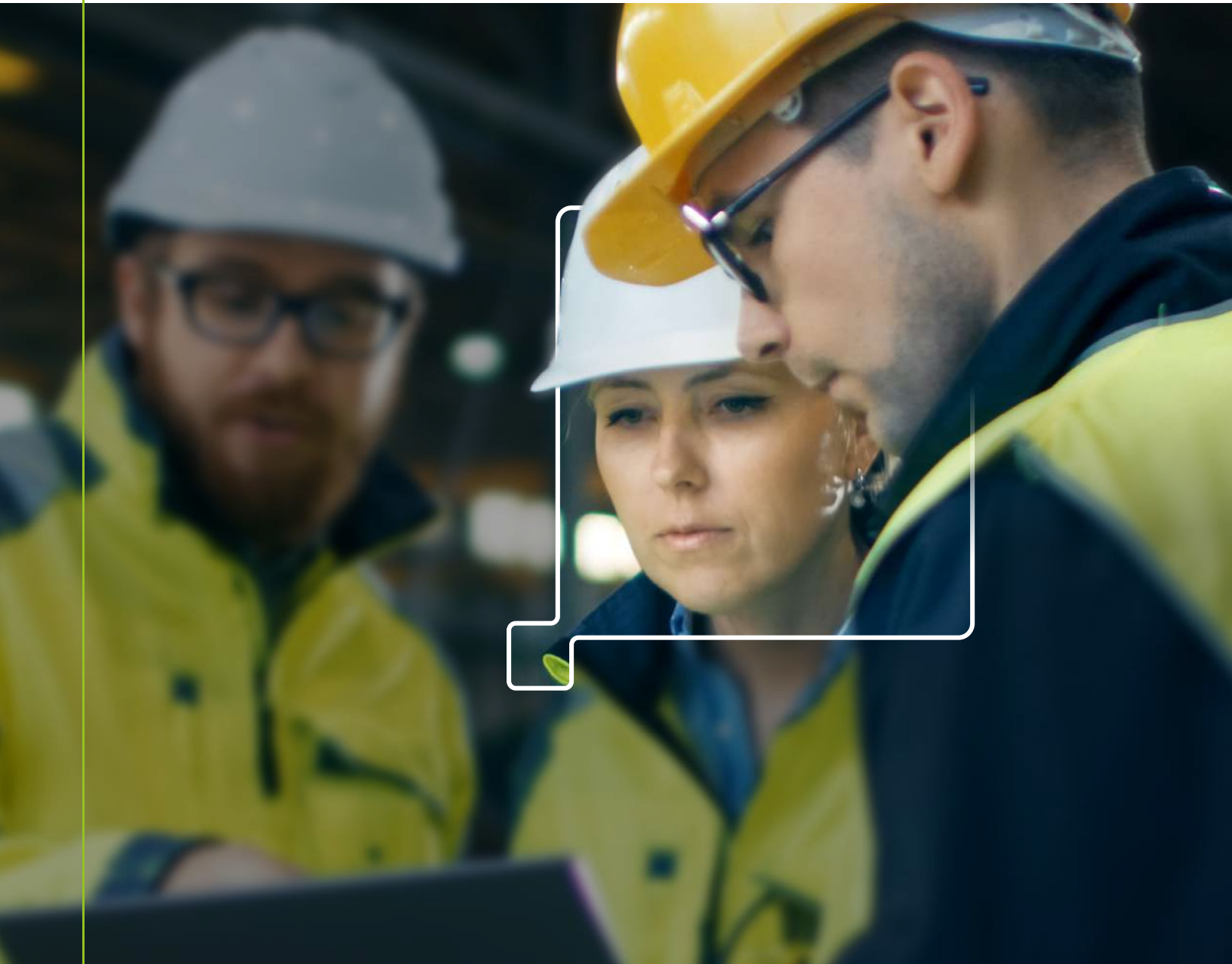


**Automation of admin tasks**

## The competitive advantage of a new process management approach

While the underlying technical operations of a digital workflow automation system may be quite complex, the objective is to keep the actual day-to-day operations they support as simple as possible for the users involved.

It seems simple, but providing teams with engaging, accessible process knowledge can make a huge difference to the way your business works. It can create a culture of improvement, giving teams a competitive advantage over companies that are stuck using slow, inaccessible static documentation. Using process management software isn't just about making it easier for your teams to access information. It's about using that information to drive improvement and move your business forward.



# Transform and Simplify Process Management with Ricoh

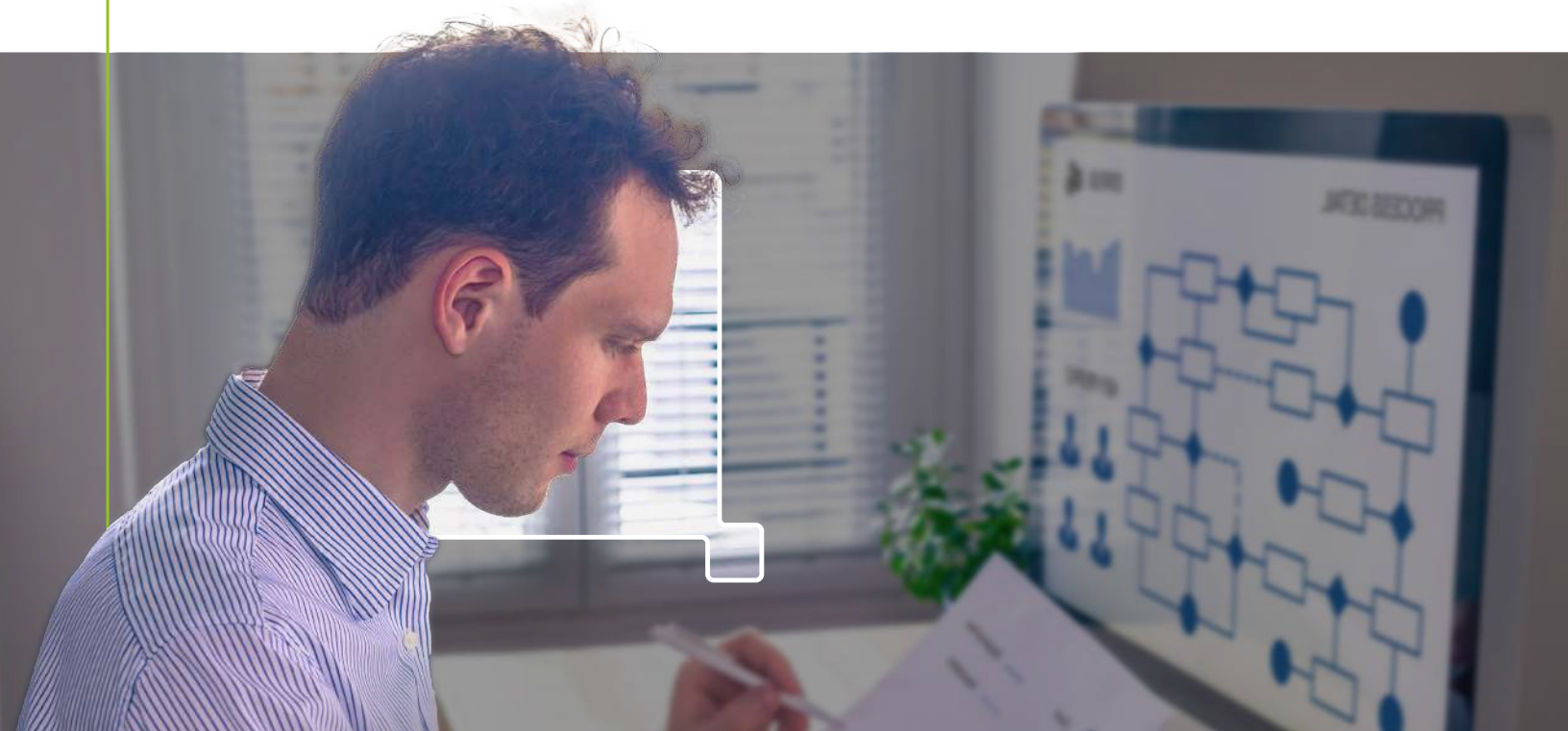
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Ricoh has worked with hundreds of businesses across the world, helping them transform their workplaces and workforces for the future. Our experience has enabled us to truly grasp what it takes to innovate and improve process management, as well as realise that real transformation benefits are obtained when processes are automated.

Our Workflow & Automation solutions help you optimise your resources and complete essential business tasks faster—while providing a base for your employees to deliver great customer experiences.

You can say farewell to countless hours of copying, pasting, and switching between systems, applications, spreadsheets, websites, and other data sources. Automating manual, labour-intensive tasks with Workflow & Automation solutions enables you to run your business more efficiently and helps keep your teams engaged and productive with easier, faster, and more cost-effective ways of working.

Ricoh optimises your content, collaboration, and business processes to enable employees to work better, faster, and deliver more. With the technology that underpins our solutions, as well as our expertise and support, you can streamline and simplify processes across your organisation, so you can focus on your core business and uncover hidden profitability and opportunities.



## What do Ricoh's Workflow & Automation solutions provide?

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**1**

### Process Automation

Unburden employees and make room for innovation by automating repetitive tasks. We enable your teams to work smarter and deliver more by optimising your business processes with our outcomes-based solutions. You can gain immediate, unfettered access to best-in-class technologies for your respective market segment.

#### Key solutions:

- Process Discovery and Mapping
- Digital Forms and Workflow
- Robotic Process Automation
- eSignature

**2**

### Content and Collaboration

Digital transformation starts with how customers manage their documents, information, and data. Ricoh Content and Collaboration solutions make the content work for you by creating the right workflows. With comprehensive collaboration (for organisations using Microsoft 365 and Teams), content, document, and records management expertise and technologies, you can centralise and secure content while allowing your teams to collaborate easily—eliminating content and worker silos while meeting your governance and compliance requirements.

#### Key solutions:

- Content Services
- Intelligent Capture
- Intranet and Teams
- Records Management

**3**

### Business Applications

Leap from information overload to intelligent business. Ricoh Business Applications provide smarter capture, storage, management, automation, and optimisation of your business content. Our partnership with industry leader Microsoft helps customers unify data and people with modern, intelligent business applications that adapt to your business. Predominantly centred around the Microsoft Business Application stack and Procure to Pay, these applications and Ricoh's expertise can save organisations a lot of time and money by accomplishing various tasks, which are otherwise complex and time consuming, in mere minutes.

#### Key solutions:

- Microsoft Business Applications
- Procure to Pay
- eInvoicing
- Mobile Applications



## Why Ricoh?

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Ricoh is a leading provider of digital services, process automation, and information management solutions designed to support digital transformation and optimise business performance. Backed by an 85-year history of cultivating knowledge and nurturing organisational capabilities, Ricoh empowers the creation of digital workplaces utilising innovative partners and technologies, providing the expertise and services that enable individuals to work smarter from anywhere.



### **Advisory and Design**

We work with our customers to understand their business objectives and barriers.



### **Build and Deploy**

We build the right solutions and successfully deploy to optimise adoption.



### **Manage and Support**

We manage and support the deployed solutions and tech environment proactively.



## Bank of Sydney

Through a combination of our innovative business solutions, knowledge, and end-to-end support, our customers have realised the significant transformational benefits of automating and streamlining their processes. In fact, one of our customers, The Bank of Sydney, successfully improved its processes, governance, and compliance across the business by leveraging Nintex Promapp® and Ricoh expertise to manage and standardise processes more efficiently and effectively.



### About Nintex

Nintex is the global standard for process intelligence and automation. Today more than 10,000 public and private sector organisations across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating, and optimising business processes. Learn more by visiting [www.nintex.com](http://www.nintex.com) and experience how Nintex and its global partner network are shaping the future of intelligent process automation (IPA).



Learn how Ricoh can help you simplify process management complexity and empower efficient operations—so you can Focus on Forward.

**LEARN MORE**



Learn more about our Workflow & Automation solutions at [ricoh-ap.com](https://www.ricoh-ap.com)

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