

Enterprise content on the move

ECM has gone mobile at Ricoh Australia. The firm is providing a growing number of staff with access to business related information while they are off-site or travelling using Laserfiche Mobile for iPad and iPhone.

Ricoh is the major distributor of Laserfiche for Australia, and is currently using the ECM platform across many divisions such as HR, Marketing, IT and Finance. The company has 800 staff in Australia and offices in every major city

Damian Aivaliotis, Product Manager, Document Management Solutions at Ricoh Australia, said the Laserfiche Mobile module was implemented earlier this year to provide staff with remote access to documents and data, in the confines of the security infrastructure in place within the organisation.

Laserfiche Web access has also been enabled to allow access through the firewall.

“Our Managed Document Services team, also known as MDS, is a big growth area for our business, with a primarily mobile team of account managers and support staff around the country,” said Aivaliotis.

“The introduction of the iPad app has introduced significant benefits to them, allowing access to project-related information and documents while they are out visiting clients or prospective clients.”

“We are investigating how we can better use PDF forms which Laserfiche understands and supports so that the form and its data can be approved using Laserfiche workflow and then passed into our CRM or ERP.

“We have also integrated Laserfiche with a number of internal systems so that content is directly imported using the Laserfiche API and we extensively use Laserfiche’s Import agent tool which can monitor network folders for documents.”

“Locating a document to answer a client query used to take up to half an hour. It now only takes a few minutes.

“In the next year we are rolling it out to the remaining departments to improve how we store and share information, improve staff productivity and cut costs associated with paper based workflows.”

Web-based filesharing sites are off-limits for storing corporate data under Ricoh’s IT policy, so the Laserfiche Mobile apps are the only way for staff to be able to share documents securely.

Ricoh began using Laserfiche as its ECM platform six years ago

“Laserfiche has helped us dramatically improve and automate business processes. We have reduced repetitive administrative tasks and paper based processes,” said Aivaliotis.

In Ricoh Finance, the implementation of Laserfiche to archive documents has saved 75 square metres of stored documents.

“Locating a document to answer a client query used to take up to half an hour. It now only takes a few minutes.

“In the next year we are rolling it out to the remaining departments to improve how we store and share information, improve staff productivity and cut costs associated with paper based workflows.”

“We’ve found a large number of benefits through the workflow automation function of Laserfiche. This is a major focus for us for the next 12 months as we roll this out to the rest of the business along with eForms.”

“Implementing Laserfiche as a reseller it has given us the chance to understand the product inside-out, in terms of the varying processes it helps streamline and how it integrates with existing IT infrastructure.

“Through the implementation we have a better understanding of working within our existing enterprise IT architecture, and provided an opportunity to improve it to adopt advances in technology faster. As a technology provider, it helps us to stay ahead and better understand market demands.”



Laserfiche Mobile allows staff to participate in Laserfiche workflows while on the road.