



# How Ricoh Company, Ltd. Transformed Its Business Processes and Saves €1.9M Annually with Axon Ivy



## Business Context

Ricoh Company, Ltd. is a global provider of digital services and office solutions. To streamline operations across business units, Ricoh Company, Ltd. uses Axon Ivy to shift from isolated task automation to end-to-end process orchestration, ensuring scalability, efficiency, and future readiness.

## Key Metrics at a Glance



€1.9 million annual savings on development & licensing



> 20,000 employees benefit from the intuitive Axon Ivy portal



> 100 team members driving process transformation



"Just like the industrial revolution automated factory work, we're automating office work to remove stress and free up our employees for more meaningful tasks."

- Ricoh Company, Ltd. -

## The Challenge

Ricoh Company, Ltd. began its digital transformation in 2018 by **automating repetitive office tasks** with Robotic Process Automation (RPA). The foundation was set: over 2,300 tasks automated and 6,100 employees trained.

But as automation expanded, **complexity grew, leading to overhead and coordination needs**. Like many enterprise companies, Ricoh encountered familiar challenges:

- Fragmented tools & technologies
- Overlapping solutions
- Siloed teams with inconsistent workflows
- Limited visibility across systems
- Rising license costs
- Inconsistent standards
- Increasing governance & compliance requirements

**Scalability was hindered** by a lack of in-house expertise, reliance on UI-centric tools without process transparency, and ineffective cross-departmental collaboration. Furthermore, the use of platforms like NTT's Intramart, UiPath, and Microsoft Power Automate led to higher development and licensing costs, preventing efficient growth.

## From Fragmentation to Orchestration

To move beyond isolated improvements to enterprise-wide impact, a unified strategy was needed, shifting from fragmented initiatives to full process orchestration. This involved **connecting people, tools, and processes** to create a coherent approach and platform.

## The Solution

In 2024, Ricoh launched its 'Axon Ivy First' strategy, shifting from task-based automation to a **process-centric approach that enables end-to-end orchestration and scalable automation**, while supporting the development of intuitive user interfaces.

To drive this transformation, Ricoh formed a **Center of Excellence (CoE)** to consolidate fragmented automation into a **unified orchestration layer**, improving efficiency, governance, and IT-business collaboration.

# Scalable Automation with Axon Ivy

This approach enables the realization of **complex, deeply integrated workflows**, while enabling citizen developers to **optimize simpler, local processes**. Both operate on shared standards and a unified orchestration backbone, fostering secure, scalable innovation aligned with Ricoh's goals.

Additionally, the CoE and the Axon Ivy platform allows Ricoh to achieve significant savings by **insourcing application development** and leveraging a more **flexible licensing model**.

## Successful Project Implementations

Ricoh aims to further expand projects utilizing Axon Ivy and deploy them company-wide, in order to achieve greater automation, improved efficiency, and AI-driven decision-making, ultimately enhancing both customer and employee satisfaction.

By reducing manual work, eliminating bottlenecks, improving governance, and accelerating document handling, Axon Ivy has become a cornerstone of Ricoh's automation strategy.



### Global Deal Automation

AI-powered sales operations that enhance visibility and ensure consistent, accurate deal management worldwide.



### AI-Driven Quotation Workflows

Revolutionizing quote generation with unmatched efficiency and precision at scale.



### Comprehensive RPA Governance

Manages bot deployment, licensing, and oversight for seamless, enterprise-wide automation.



### Advanced Invoice Processing with AI

Fully automates invoice handling with intelligent workflows for fast, efficient operations.



### Revolutionized Credit Handling

Replaces Excel tools with transparent workflows that boost control and efficiency.



### HCL Notes Replacements

Moves from legacy systems to flexible, future-ready platforms.

Looking ahead, Ricoh will continue to deliver tangible results by implementing more projects on the Axon Ivy platform. This will drive further automation, efficiency gains, and AI-driven decision-making, ultimately enhancing both customer and employee satisfaction.

## Digitalization is not a tool. It's an operating model.

True excellence emerges when people, processes, and technologies work in harmony.

Ricoh proves that lasting transformation requires more than just automation, it demands strategy, orchestration, and a platform like Axon Ivy that empowers IT and business users to move forward together: with agility, at scale, and ready for the future.



*"Digital tools and data help us build flexible, agile processes, which is key to improving user experience and achieving operational excellence."*

- Ricoh Company, Ltd. -

## About Axon Ivy

At Axon Ivy, we provide a leading platform for digital process automation. We help companies digitalize and orchestrate their processes quickly and flexibly, where we've successfully supported numerous transformation projects.

[www.axonivy.com](http://www.axonivy.com)  
[info@axonivy.com](mailto:info@axonivy.com)