





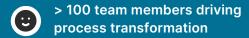
Business Context

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







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"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 Ulcentric 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 taskbased 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 lvy

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

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



Al-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 Al-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.

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