



Successful process optimization: Ricoh increases efficiency in HR by 60% with Axon Ivy



Ricoh Europe optimizes its HR department with the help of the Axon Ivy platform. By unifying disparate and disjointed processes, Ricoh is not only increasing employee satisfaction but also promoting a more productive working environment.



Reduced processing time of HR queries

HR headcount savings by 20%

Daily handled HR workflows

Processes / Services

- Standardization, automation, and orchestration of HR processes

Goals

- Optimization and standardization of operational processes
- Acceleration of application development
- Creating a productive working environment
- Faster deployment of HR services
- Increasing employee motivation and loyalty
- Positioning as an attractive employer

Challenge

In today's rapidly changing business world, the ability to react fast and agile to market changes is crucial to a company's success. This is the only way to avoid inefficiencies and high operating costs in the long term and ensure competitiveness.

Ricoh, a leading global provider of integrated digital workspace services and print solutions, recognized the urgent need to automate and orchestrate HR processes across Europe. The processes were characterized by fragmentation due to heterogeneous and location-dependent software solutions. Paper-based processes, manual tasks and resource-intensive processes were not only affecting productivity, but also employee satisfaction.

"Thanks to the Axon Ivy platform, we have been able to standardize and automate our HR processes across Europe, which has increased our efficiency by 60% and improved employee satisfaction by 40%."

Askaniusz Sawicki, Head of People Services & HR Transformation EMEA, Ricoh Europe

User experience

- User-friendly HR portal (one-stop shop) as SPoC
- Seamless system integration of SAP, Adobe Sign, Microsoft Teams etc.
- Low-code support for citizen developers
- Customizable working environment
- Optimized communication and collaboration

Business Impact

- Increased responsiveness and flexibility
- Reduced administration costs
- Accelerated processes
- Optimized use of resources
- Enhanced employer attractiveness



Ricoh Europe

Ricoh is a leading provider of integrated digital workspace services and printing solutions that drive the digitization of the workplace and help optimize business processes.

The Ricoh Group is present in around 200 countries and regions worldwide, drawing on a broad range of knowledge, technologies and expertise that the company has built up over its 85-year history. In the fiscal year ended March 2023, the Ricoh Group achieved global sales of 2,134 billion yen (approximately USD 16.0 billion). The Ricoh Group is headquartered in Tokyo.

Solution

To meet these challenges, Ricoh optimizes and automates its HR processes with Axon Ivy. The heterogeneous and fragmented processes in the individual national companies were merged, and lean and standardized processes were implemented at European level.

The Axon Ivy platform serves as a central orchestration layer and synchronizes and coordinates all processes, technologies, and applications. Existing and new systems and tools are fully integrated. When implementing the solution, the different legal regulations of the individual countries were fully taken into account. The adaptability of the solution takes account of the constantly changing compliance requirements. A user-friendly HR portal was designed as a one-stop shop for employees, serving as a single point of contact for all HR matters. Applications, services, and communication tools are provided here in a transparent and clear manner.



Outcome

The optimization of processes simplifies and speeds up repetitive and administrative tasks considerably. The one-stop shop offers extensive self-service options and contributes significantly to the efficient processing of inquiries and reports. Central data storage ensures comprehensive transparency across the entire employee lifecycle in real time. In future, recruiting and onboarding processes can be handled consistently and without media discontinuity.

By redefining human resources across Europe, Ricoh benefits from more than just increased efficiency. The central orchestration of HR processes enhanced employee satisfaction, promotes a productive working environment, and optimizes operational processes. It is a significant contribution to Ricoh's transformation into a more agile, efficient, and competitive company and thus to the future viability of the entire organization.