

## UNSTRUCTURED DOCUMENT PROCESSING SERVICES

Automate data capture

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## Streamline data capture for better efficiency

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In today's age of digital transformation, many businesses are still mishandling or missing important data and information due to overreliance on manual and paper-based processes. Line of Business (LOB) and industry transactions like those found in financial services, claims and shipping create massive amounts of data daily. If you collect this data manually or rely on paper-based processes, it's difficult to find critical information when you need it which can impact your operational efficiency, employee experience, and the ability to provide your customers with responsive and efficient service.

To better support business continuity in today's dynamic environment, implement intelligent capture solutions to simplify day-to-day data capture so you can spend more time helping customers, and less time on tedious paperwork.

### Unstructured Document Processing Services

The sheer volume of unstructured data from documents can be staggering. Intelligent capture solutions like Ricoh's Unstructured Document Processing Services capture that data to create a structured format, and intelligently route the information for integration into automated workflows. This helps maximize the value of your data, reduce manual errors, and increase operational efficiency with streamlined digital workflows.

Data, documents, and information move faster digitally than they ever could on paper. Whatever your industry or LOB, Ricoh can help. Our Unstructured Document Processing Services can automate how you capture data from forms, applications, and other unstructured documents so you can eliminate repetitive and manual tasks, and better optimize your operational efficiency.

### Key benefits of Unstructured Document Processing Services

- Simplify data capture
- Accelerate employee productivity
- Improve customer experience by enabling teams to respond to their needs faster and more efficiently
- Save costs associated with manual management and hardcopy documents



The average organization is seeing its data volume grow by **63 per cent** per month.

- *Datanami.com: How is data growth affecting real-world enterprises? 4 key findings, February 17, 2020*



## How we can help transform your traditional workflows into efficient digital processes

While Ricoh's industry-leading Unstructured Document Processing Services can be applied to a wide range of document workflows, here are some of the common LOB service offerings we provide for organizations of every size:

### **Financial Services Processes**

Approving mortgage and loan applications requires a lot of paperwork. Ricoh can automate your time-consuming tasks so that you can process financial documents quickly and accurately, enabling you to:

- Capture and efficiently process mortgage forms, applications, title documents and other loan-related paperwork
- Expedite approvals and provide customers with better service
- Improve your security and confidentiality around lender data and personal information
- Meet your compliance and regulatory mandates

### **Claims Processes**

Many claims processes are slow and take valuable time away from servicing customers. Ricoh can convert your time-consuming, manual tasks into electronic workflows to help you accelerate payments, and make approval decisions faster so you can:

- Save time, labour and costs while improving data consistency and control across your various offices
- Reduce or eliminate the amount of paperwork needed to complete a claim
- Accelerate payments
- Confirm more policies in less time

### **Shipping Processes**

As businesses expand globally, shipping and logistics is an increasingly complex, paper-filled process for organizations of every size. Ricoh can help you transform these traditional workflows into efficient digital processes that have a direct monetary impact on your operations.

- Waybill and BOL Processing – Processing of standard shipping documents such as commercial invoices, bills of lading (BOL), waybills, invoices, proof of delivery (POD) documents as well as tax and country codes.
- Customs and Brokerage Forms Processing – Processing of brokerage and import documents such as manifest/cargo control documents (CCD), Canada Customs forms (B3), import permits, health certificates, certificate of origin or any other applicable Federal and/or International Free Trade.

Using our Unstructured Document Processing Services, documentation generated during the shipping and logistics process is captured, indexed and securely stored in a centralized location for easy retrieval. Not only does this reduce administration time and costs, it also cuts down on manual entry mistakes and allows you to invoice for your services faster.



## Why Ricoh for your unstructured document processing needs

- Flexible BPaaS (Business Process as-a-Service) solutions that will optimize your budget and scale with your needs
- Customizable solutions and services to support business continuity, even at times of crisis
- Dedicated service and support teams located across Canada with expertise in a wide range of industries
- Business process consultants with deep expertise in a range of industries—from healthcare to education, finance and more
- Ricoh currently partners with 350 Fortune 500 companies to help them digitize and automate their essential business processes

### Case Study

Insurance company improves its claims processes with Ricoh

#### Challenge

One of the world's largest insurance companies used labour-intensive, paper-based processes to manage its claims operations. These inefficient workflows led to high costs, long processing times and customer dissatisfaction.

#### How Ricoh helped

The company partnered with Ricoh to streamline its claims processes. Ricoh automatically captures claims data at our Document Processing Centre and processes it according to the company's existing workflow rules. Partnering with Ricoh has helped the insurance company achieve 20-30 per cent cost savings, reduce its processing times, minimize errors, and provide customers with better service.



**Learn how Ricoh can help redefine the way you manage your data. Find out more about our full range of offerings from our Intelligent Capture Services [here](#).**