

Success Story

Leading insurance brokerage company frees-up admin time by 70%.

Ricoh's Scan&Manage helped transform their document processing.



The Challenge

A global leader in risk management, insurance and reinsurance has clients in over 120 countries. With around seventy staff, their Greek Head Office deals with clients in major commercial, industrial and shipping organisations.

Every month, this busy office processes over 2,000 documents - and many of these are over 100 pages in length. They include contracts, brochures, policies and quotations as well as terms and conditions. The huge volume of paper, non-editable PDFs and different files types they receive compounded the scale of the workload. These have to be re-created and re-typed manually by the accounting and technical departments to be shared, via various systems, across their insurance and insurance broker divisions.

Without doubt, it had become a time-consuming, unproductive and frustrating process.

Customer Objectives

- Stop wasting valuable time
- Resolve frustration of re-creating documents and retyping information
- Process documents faster

Ricoh's Solution

- Advanced one-touch scanning
- Enables editable and searchable file creation
- Easy conversion from users' desktops
- Over 150 electronic files formats
- No expensive server installation required

Faster processing. Exceptional gains.

The Simple Solution

With Scan&Manage, Ricoh provided the company with the means to simply and quickly scan paper documents. They can now convert these, and other non-editable electronic files such as PDFs, into formats where they can transfer and update information as well as share them as combined documents. And it's all achieved with drag and drop ease at the desktop.

Scan&Manage gave them powerful advanced scanning and Optical Character Recognition (OCR) capabilities without the expense of installing and supporting a server and tying up IT resources. It enabled users to convert paper and over 150 electronic formats into secure PDF, searchable PDF, PDF/A and editable Office documents.

All of these benefits eliminated wasted time and streamlined their business processes. In fact, within just two months of implementing Scan&Manage, they had achieved a remarkable 70% time saving. Not only that, their staff were extremely happy too.

“There was a big ‘Bravo’ from the departments in which we installed Scan&Manage”, said the office’s IT Manager.

“They don’t have to retype anything now. The remaining departments are jealous so I shall have to expand usage.

I can certainly recommend the speed and efficiency

Scan&Manage has given us – and that’s not a compliment, it’s a truth”.

Scan&Manage was provided by Ricoh’s Distributor Partner Lancop, who work closely with their customers to provide innovative and value-added solutions.



Service Improvements

- 70% time saving
- Simplified and streamlined admin processes
- More efficient sharing and archiving

Business Advantages

- Faster, more efficient management
- Intuitive, user friendly MFP display and desktop interface
- Converts into secure PDF, searchable PDF, PDF/A, editable Office documents
- OCR supports over 110 languages
- Includes PDF creation, annotation and editing without extra software

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