

ProcessFlows®



KONICA MINOLTA



YOU

**WANT TO DIGITALLY
TRANSFORM YOUR
BUSINESS**

WE

**CAN HELP YOU
START THAT
JOURNEY**

**DIGITAL
TRANSFORMATION
STARTS WITH A
DIGITAL MAILROOM**

Giving Shape to Ideas

OPTIMISED END-TO-END
BUSINESS SOLUTIONS

**“DELIVERING
OUTSTANDING
ENTERPRISE CONTENT
MANAGEMENT
FOCUSED SOLUTIONS
ACROSS THE UK”**



Giving Shape to Ideas

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ABOUT THE AUTHOR

David is a seasoned information management professional with particular flair and experience around product marketing, market intelligence and strategic business development. He is a skilled evangelist and communicator who thrives on taking complex subject matter then delivering it to audiences of all levels via a variety of innovative, diverse, and ultimately personalised channels.

David also has experience as an entrepreneur, having run his own cloud-based ECM organization for 8 years in the early 2000's and he now occupies the ECM Marketing Manager role at Konica Minolta UK, driving forward all aspects of developing and marketing the managed content services and enterprise content management capability with the business.

With over 20 years' experience in diverse, client-facing roles, David has worked with a wide range of companies, from blue chip clients to start-ups worldwide and is now an established thought-leader and speaker at global Cloud and ECM industry events.

ABOUT PROCESSFLOWS | KONICA MINOLTA

ProcessFlows has almost 30 years' experience helping organisations optimise their information and process management, with over 2000 UK customers ranging from privately owned businesses to multi-nationals, NHS to Local Government.

Taking best of breed, market-leading technologies with many thousands of global deployments, and combining them with experience and expertise – enables them to offer a low risk, rapid return on investment (ROI) portfolio of solutions for your organisation.

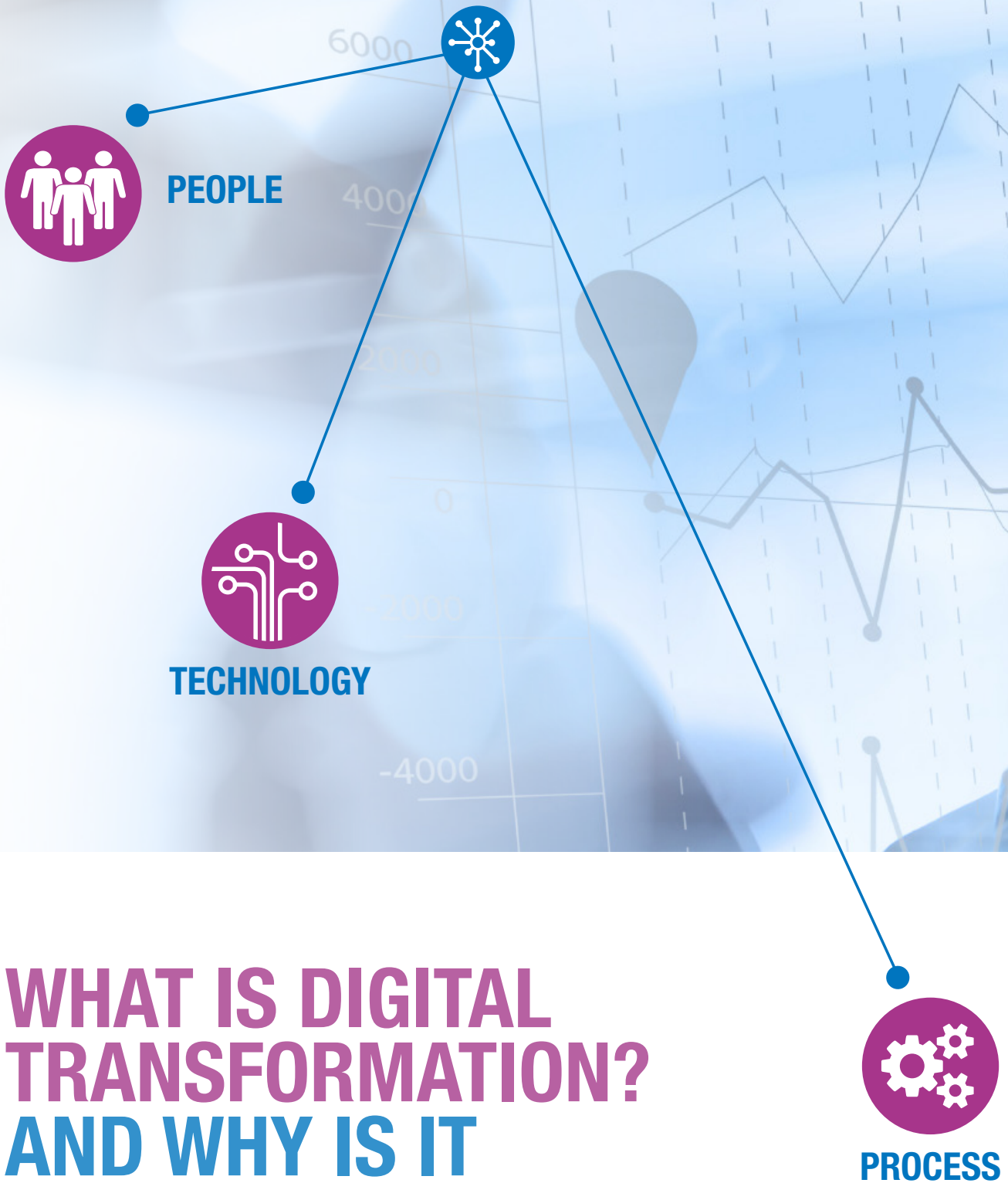
Acquired by Konica Minolta in 2016, ProcessFlows | Konica Minolta is now able to deliver true digital transformation services to even more organisations, across all sectors, all sizes and all geographies. The customer-first engagement strategy and methodology allows them to deliver solutions based entirely on the specific needs of organisation – helping businesses at all stages of their own digital transformation journeys.

David Jones

ECM Marketing Manager, Konica Minolta UK



OPTIMISED END-TO-END
BUSINESS SOLUTIONS



WHAT IS DIGITAL TRANSFORMATION? AND WHY IS IT IMPORTANT TO ME?

**“DIGITAL
TRANSFORMATION
MEANS – THE USE
OF TECHNOLOGY
TO DIGITALLY
ENABLE WORKERS
AND BUSINESS
PROCESSES”**

The workplace is changing. Rows of static desks are going to the same scrapyard as the VHS video recorder. The ‘At my desk, all the time’ culture is over and clunky technology is no longer adequate. In a world where everyone has a smart phone, a smart meter and a smart TV, we expect information to flow seamlessly and be easily accessible, regardless of device or location.

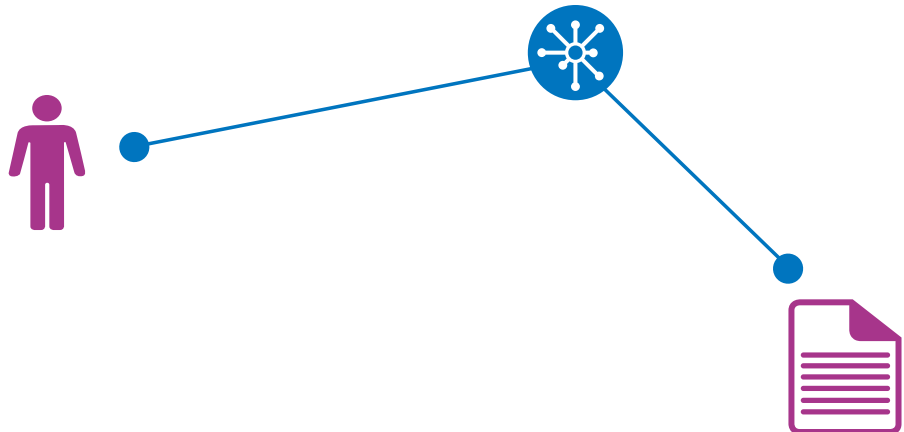
However, in order to be able to facilitate this flexible, dynamic and collaborative environment the business systems, processes, and often mentality, have to be upgraded accordingly. This upgrade is essentially what Digital Transformation means to an organisation – the use of technology to digitally enable workers and business processes.

Knowing what Digital Transformation means is only part of the puzzle though. Being able to take the first steps on that transformative journey is often difficult – largely because the task of digitally transforming a whole business can be a daunting one. But much like eating an elephant, things get a lot easier if you break the problem down into manageable chunks.

By doing this it soon becomes obvious that there are a number of key processes within an organisation that will need to be digitised, mobile and tablet devices will be deployed to facilitate remote access where relevant, and staff at all levels will need to be engaged throughout the change process to ensure a smooth deployment. But before any of this can happen a strategy needs to be in place to collect, digitise, and route the content within the organisation – and this is where a digital mailroom comes in.



**“40% OF
ORGANISATIONS
ARE NOW RECEIVING
MORE DIGITAL
INVOICES THAN
PAPER ONES”**



CHALLENGES WITH PAPER SYSTEMS

It is well known that manual, paper based business processes are inefficient – not only are they slow, but they are also error prone with humans regularly misclassifying 1 in 20 documents. But with more and more content arriving into the business in electronic form surely this is getting better?

Indeed 40% of organisations are now receiving more digital invoices than paper ones but from that point forward things start to go wrong.

- 55% of documents such as contracts, orders, and booking forms are still signed on paper
- 35% of invoices that are received electronically are still printed (often to be filed as paper copies)
- 35% of organisations say that their multifunction printers (MFPs) are used more for copying than scanning
- Most paper documents are retained only for signature purposes

This combination of inefficient handling of paper content and the insistence of printing electronic content to feed it into paper workflows is hampering the ability for organisations to operate efficiently. This problem needs to be resolved as the first part of any digital transformation journey – and the digital mailroom is the place where this happens.

WHAT'S THE ISSUE

HUMANS TYPICALLY MISCLASSIFY

1 IN 20 
DOCUMENTS

ELECTRONIC CONTENT IS PRINTED AND FILED ALONG WITH PAPER BY

35%

MFPs ARE USED MORE FOR COPYING THAN SCANNING

35%



CONTRACTS, ORDERS, BOOKING FORMS ETC ARE SIGNED ON PAPER

55%

WHAT IS A DIGITAL MAILROOM?

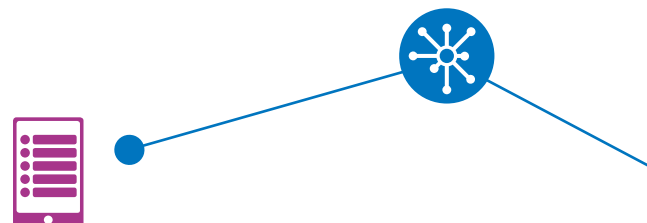
When people think of a traditional mailroom they often envisage a dark, musty room with rows and rows of filing trays full of mail. Thankfully those days are gone, but the digital mailroom in many ways performs largely the same function, albeit with a much wider remit.

Picture all of the different types of information coming into an organisation: physical paper based mail, emails, text messages, XML content, and so on. All of these typically come into different places within the organisation – with little or no co-ordination or record of arrival. By using a digital mailroom as the single point of entry for this corporate information it is possible to create a streamlined, auditable and fully digital mechanism for managing inbound content. This content can be read, indexed, and routed to the appropriate person or workflow automatically – not only saving time but also removing the human errors that are introduced in a manual system.

Of course, all content that comes through the digital mailroom is digitised in a consistent format, and can be instantly ready for storage, processing or access from any connected device.



Mailrooms also operate as outbound processing engines though – with large numbers of communications flowing through them daily as invoices, marketing materials and more are sent from the organisation. The digital mailroom can act as an outbound processor also, ensuring that communications are sent in the manner the recipient requires (ie email vs paper vs SMS), printed in the most cost effective manner, and sent the most financially beneficial location.

This fully rounded, inbound and outbound digital mailroom acts as the digitisation and routing engine for the whole business, delivering digital content where needed by person or process. This is truly the first step towards digital transformation.




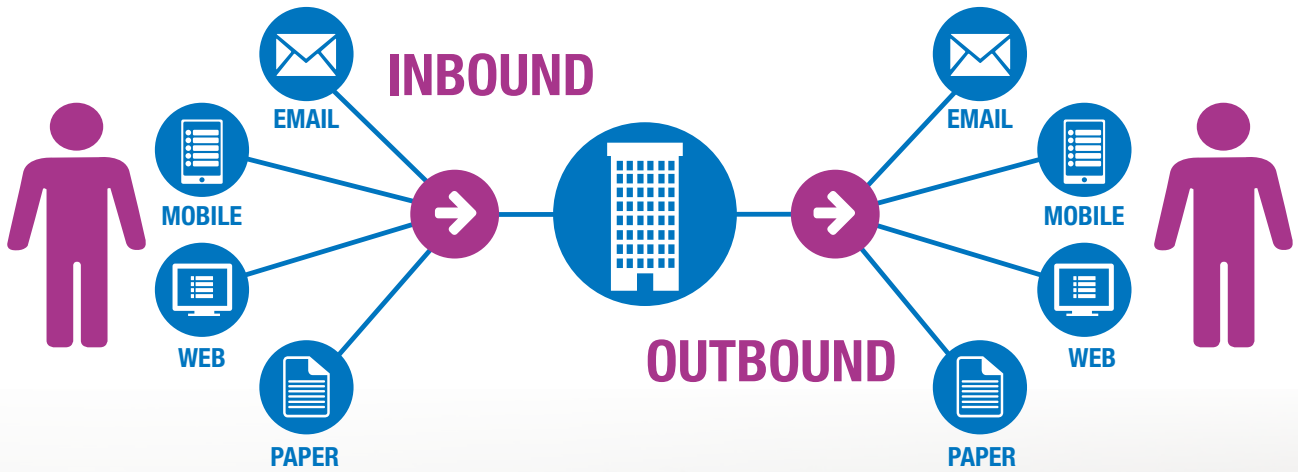
DIGITAL AT THE DOOR?

MORE AND MORE CONTENT IS BEING DELIVERED DIGITALLY BUT THAT IS ONLY HALF THE STORY

MORE INVOICES IN DIGITAL FORMAT THAN PAPER  
40%

MOST E-INVOICES STILL GET PRINTED  
35%

MOST PAPER DOCS ARE RETAINED ONLY FOR SIGNATURE PURPOSES 
31%



**“DIGITAL MAILROOM
ACTS AS THE
DIGITISATION AND
ROUTING ENGINE
FOR THE WHOLE
BUSINESS”**



LAYING THE FOUNDATIONS FOR DIGITAL TRANSFORMATION

Digitising the mailroom does not simply optimise the inbound and outbound processing of content – it provides a foundation to digitise many of the processes within a business, a significant part of any digital transformation.

Inbound content forms the key input to processes such as accounts payable and receivable management, customer and employee onboarding and management, legal and contracts management, and many more.

But beyond that, truly digitally transforming a business requires looking at everything in the organisation with fresh, digital eyes. Only once the content and processes within your organisation are digital can you and your employees start to do that.

WHICH PROCESSES SEE A REDUCTION IN PAPER FROM DIGITISATION?

ACCOUNTS PAYABLE



RECORDS MANAGEMENT & ARCHIVING



ACCOUNTS RECEIVABLE



CONTRACTS MANAGEMENT



HUMAN RESOURCES





**“DIGITAL MAILROOM
ACTS AS THE
DIGITISATION AND
ROUTING ENGINE
FOR THE WHOLE
BUSINESS”**

NEXT STEPS

The benefits of a digital mailroom as a platform for ongoing digital transformation are clear - however there are also more immediate benefits.

Much of the content coming through a mailroom is customer focused and a faster turnaround for customers is seen a key benefit of a digital mailroom for 54% of organisations. Furthermore immediate access to documents for remote workers and better quality of content for downstream processes are seen as significant benefits.

In addition, when utilising the digital mailroom as an outbound processing engine also, then the numerous organisations who outsource their outbound mail creation have the opportunity to bring that back in-house – saving management time, costs, and increasing speed of throughput in the process.

BENEFITS OF A DIGITAL MAILROOM

**FASTER
TURNAROUND TO
CUSTOMERS**



54%

**FEWER
STAFF
HANDLING
MAIL**



48%

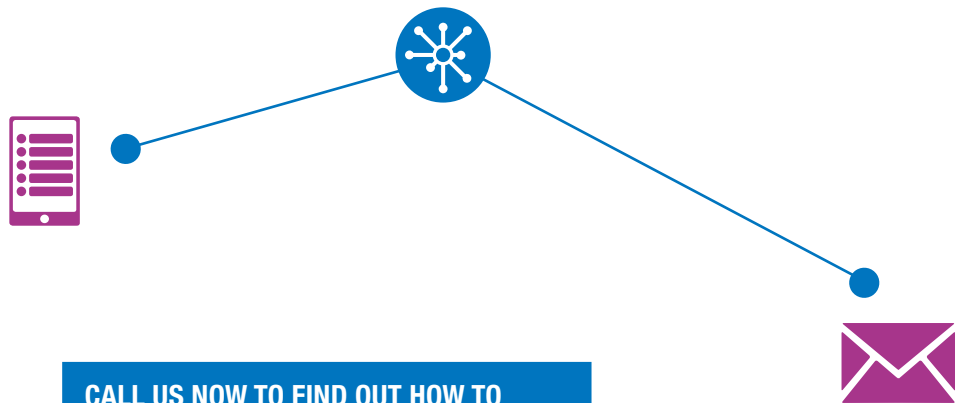
**DATA CAPTURED
FOR DOWNSTREAM
PROCESSES IS
BETTER QUALITY**

41%

**IMMEDIATE ACCESS
TO DOCS FOR
REMOTE WORKERS**



30%



**CALL US NOW TO FIND OUT HOW TO
TRANSFORM YOUR INFORMATION FLOW
AND STREAMLINE YOUR BUSINESS
PROCESSES.**

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