



KONICA MINOLTA

STILL USING PAPER PROCESSES? SAVE MONEY BY GOING DIGITAL

Simple, yet powerful, options are readily available,
and don't have to cost an arm and a leg.

Intelligent Information Management Solutions from Konica Minolta

Giving Shape to Ideas

SUMMARY

No matter what industry you are in, the last few years have proved that digital technology is rapidly changing. Small to medium-sized businesses (SMBs) of all sizes have more options than ever before to make small, yet meaningful enhancements that pay off in no time flat. While the pandemic and its continuing after-effects have been key drivers in all this, customers are demanding more, forcing companies to adapt and change if they want to stay in business.

In this eBook we'll explain why change is necessary and how enhancing your core processes with simple, automated solutions will improve your bottom line.

THE PROBLEMS WITH PAPER

"That's how we've always done it" just doesn't work anymore. You don't have to make drastic changes to benefit from the positive contributions of software and solutions. Beginning with small steps toward more efficient operations is a great start. To get to your next level you must know what to look for, and work with a strategic partner to overcome these costly inefficiencies each step of the way.

Pain points you can't ignore:

- Working with too much paper on a daily basis
- Paying someone to manually key in data
- Spending too much time on frequent, and repetitive tasks
- No easy access to the information everyone needs, whether you're in the office or working remotely

Breaking away from the paper processes you've worked with for years can be a path to a fresh start. This can be as simple as converting paper trails to an electronic version. And best of all, the positive ROI resulting from simple changes is worth it in time and money saved. For example, you can improve your employee morale by freeing them up to focus on the most meaningful tasks, all of which helps your business to maximize productivity.



THE MAJOR WORKFORCE CHANGES AFFECTING SMBs

Administrative roles are harder to fill, but the work still needs to be done.

We know there's a lot to balance right now, including: rising costs; layoffs; low unemployment; and job-hopping. Filling admin and back-office roles can be especially challenging because these jobs are no longer appealing to many job hunters. To help you overcome these realities, you need to invest in digital solutions and tools to help you streamline the roles that require tedious administrative work such as handling contracts, managing suppliers, and invoicing customers.

Employee morale and workplace satisfaction are major factors that can be easily addressed.

As [Gallup reports](#): after trending upward in recent years, the U.S. saw its first annual drop in employee engagement in ten years. Study after study shows that workplace culture, feeling valued, and good teamwork affects overall productivity and the opportunities for SMBs to grow.

When it comes to turnover, we know how costly it can be due to the recurring periods of time to train new employees. Plus, this takes time away from important management activities and leads to burnout and dissatisfaction. **According to [Gartner's Top 10 Strategic Predictions for 2023 and Beyond](#), 40 percent of organizations will show a loss due to labor volatility by 2025.** To mitigate risk from these factors, use automation tools to maximize cost savings and improve morale.

Customer experiences affect the success of your business.

Many experts say hybrid work environments are here to stay. But what is the correlation to customer experiences? The happier your staff are, the better they can provide positive interactions with customers. Ask yourself these questions:

- How quickly can your staff serve customers?
- What kind of customer experiences are you providing to retain loyal customers while you acquire new ones?
- How well are you keeping up with the digital transformation and technologies that you/your employees need to succeed?

One HubSpot report has found that just a 5 percent increase in customer retention can boost profits by 25 to 95 percent. Equipping your staff with the means to deliver quick and positive interactions with customers pays dividends.



WHY DIGITIZING DOCUMENTS IS ESSENTIAL TO MOVING FORWARD



Paper processes take more time, more storage space, and more money.

When thinking about where to begin, it's best to focus on the essential paper documents that you refer to often. Making these documents digital enables faster access to important information. Even for processes that must remain paper-based, you can leverage software to minimize manual data entry and even route documents into a workflow based on a predetermined logic. The benefits and cost-savings add up fast!

Creating, sharing, referencing, and storing paper is extremely manual and time-intensive.

Transferring information from paper to another application can create more opportunities for data entry errors, and therefore cost time and money to correct them. These errors are frequently the root cause of customer satisfaction issues. With today's technology, you can easily address each of these inefficiencies.

Time is money – and time spent working with paper processes adds up fast.

When hourly workers need more time to accomplish their tasks, guess what - it costs you more. And when your salaried workers can't work efficiently, their productivity is also slower, also increasing costs. Your staff could accomplish much more in terms of customer care and nurturing new business opportunities, if they were freed from extra work resulting from paper-based processes.

Modern solutions are easy to use, powerful, and affordable.

In order to save the most money, you must limit manual data entry. When a process is paper-based, using software to extract key information from the document and input into a line of business application will help you reap the rewards. When documents AND processes are streamlined, additional automation possibilities take productivity to a whole new level.

COST AND PRODUCTIVITY BENEFITS OF DIGITAL DOCUMENTS

Digitizing your documents allows you to:

DELIVER GREAT CUSTOMER SERVICE

Quickly search for and find key information. This streamlines the ability to quickly answer questions, and foster positive customer service experiences.

SAVE TIME

Finding the information you need is easier when it's organized and available online, from anywhere.

RECLAIM SPACE

By storing your documents in the cloud, you won't need square footage to store documents or spend money on warehousing documents.

SHARE EASILY

Whether in the office or working remotely, you and your staff can share documents in just a few clicks.

BOOST COLLABORATION AND PRODUCTIVITY

Keeping your documents in the cloud makes it easier for everyone to view, edit and share important information. Finding the up-to-date version of documents, reducing mistakes and miscommunication is now really easy to overcome.

USE LESS PAPER

Your business can save money on supplies from digitalizing repetitive and manual processes. Plus, this paper reduction supports environmentally friendly initiatives.

PROTECT VITAL INFORMATION

Whether from a natural disaster like a flood or fire, or a potential theft, you can lose critical documents that are stored in paper form. Storing them digitally keeps them safe from wear and tear or worse.

MAINTAIN SECURITY

Digitizing your documents makes them easily trackable and also lets you grant access to the right people. This enables you to protect sensitive company, employee and customer information.

According to **Finances Online** most organizations recognize that digital transformation is essential to their business.

The survey also highlighted that if you've yet to digitize your business, you're missing out on these key benefits:

- Improving operational efficiency
- Meeting the changing expectations of customers
- Enhancing new product quality
- Increasing design reuse for efficiency
- Reducing product development costs
- Improving revenue streams

KEY TECHNOLOGIES TO CONSIDER

Effective information management is what powers DX.

Strategic partners like Konica Minolta can help you map your key processes and better understand the ins and outs of each process, so you can identify which solution is best suited for the next steps of your transformation.

CORE SOLUTIONS:

BUSINESS PROCESS OUTSOURCING:

This includes scanning your paper documents to make them digital. Through the conversion process, key information is extracted from the paper and can be used to name a document or input data into a line of business application. Digitizing your records will reduce the necessary physical storage space at your facility, or storage costs if you have records offsite. Having your documents digital will also preserve important documents before they disintegrate or are at risk of water, fire, theft, or loss. Searching for key documents and information is simple, especially compared to searching for paper documents in a filing cabinet or storage area.

INTELLIGENT INFORMATION MANAGEMENT (IIM):

Allows you to store; organize; search for; and retrieve documents from across your entire organization. This empowers you and your approved staff to find the information you need, when you need it.

CASE MANAGEMENT:

Streamline the process to handle an entire case. Some examples are customer inquiries, fraud investigations, or incidents concerning human resources. This is managed from one platform that gives your team members visibility to all the relevant documentation and data they need.

INTELLIGENT AUTOMATION:

Take advantage of tools that digitize, classify and extract the information you need to make real-time and longer-term decisions. Dynamic workflows available using these tools reduces manual processes, and enables you to quickly resolve exceptions and approvals.

ROBOTIC PROCESS AUTOMATION:

As your business grows, your needs will increase in scope. You can make everyone more efficient if you automate repetitive, manual processes. The largest SMBs are the best fit for RPA, and using bots can transform tasks your employees once handled to increase speed and efficiency. This frees your employees to focus on more meaningful tasks.



SWITCHING FROM PAPER-BASED INEFFICIENCY TO DIGITALIZATION AND AUTOMATION

Doing nothing is not an option to keep your business moving and becoming more profitable.

It's time to take a closer look at how digital technologies can help you work smarter and help your business grow. Addressing back-office operations inefficiencies will help your organization to be more profitable.

By investing in easy-to-use, and affordable, technologies you can enhance your processes to fit not only your current, but also your future business needs. Allowing you to work smarter, and position your business for years of continued growth.

EXPERT HELP FOR SMBs

No matter where you are on your path to digital transformation, Konica Minolta can help, providing you with a roadmap and solutions to best suit your priorities. This process is tailored to your needs and begins with listening to you before we assess your challenges.

The result will be an environment that optimizes and enhances your efficiency to support your goals. By truly working together, you can benefit from the full support of our expert team to develop, deploy, support, and enhance your DX to maximize cost savings, and so much more.

For more information on how to save money by investing in Intelligent Information Management solutions, visit: RethinkBusinessAutomation.com



KONICA MINOLTA

KONICA MINOLTA BUSINESS SOLUTIONS U.S.A., INC.

100 Williams Drive, Ramsey, New Jersey 07446

CountOnKonicaMinolta.com



Item #: IIM_Solutions_eBook
3/23-B