RICOH
imagine. change.

CKV GROUP takes advantage of DocuWare smart automation and integrated digital workflows

CKV GRUPPE
hellrein
siwacht
servitec

From invoice processing to employee onboarding, new streamlined processes have boosted productivity, raised employee job satisfaction, and improved customer service and environmental sustainability.

COMPANY & CHALLENGE

CKV GROUP is a leading services company and employs around 4,500 people across Austria, with headquarters in Vienna. CKV GROUP comprises hellrein Reinigungsdienst GmbH and siwacht Bewachungsdienst GmbH, and has 40 years of experience in a wide range of professional cleaning and security services for business customers. The group serves the hospitality, events, commercial, and public sectors. As a family-owned business, the company emphasises customer satisfaction and long-term collaboration - that's why it was honoured with the Austrian National Coat of Arms, a distinguished quality award.

CKV GROUP combines tradition and innovation, supported by loyal employees – many of whom have been with the company for over 20 years. In a dynamic business environment, managers realised that continuous investments in innovative technologies and digitalisation were needed, to create added value for customers and support rapid growth.

Catharina Knobloch, Chief Digital Officer (CDO) at CKV GROUP, says: "I want to make CKV an innovation leader in our industry. To achieve this, we analysed our processes in detail and will now transform our business step by step with digital workflows. For example, one of our first projects was our internal invoice management, to increase the number of invoices we can handle efficiently. Now, invoice data is being captured and processed automatically."

> "Using DocuWare, we have completely transformed our invoice management and automated the repetitive tasks in no time. The DocuWare software includes artificial intelligence, where it uses machine learning to constantly improve the accuracy and speed of invoice processing over time. This hugely increases productivity."
>
> *Catharina Knobloch, Chief Digital Officer*
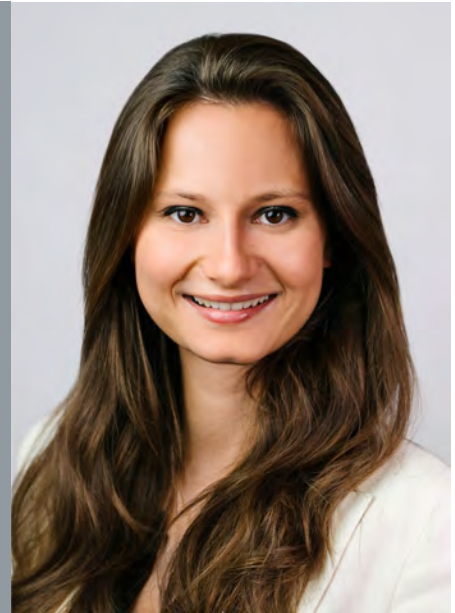
The previous paper-driven workflows involved manual, error-prone repetitive tasks, and it was becoming difficult to find qualified staff to handle these steps at a time when recruiting new people is very challenging. The plan was to gradually digitise processes with automation. At first, this was a big change for the well-coordinated team in the finance department.

SOLUTION

After analysing the existing processes, the digitalisation team at CKV GROUP started to look for a workflow management software solution to automate processes. "Honestly, the decision for DocuWare was fairly easy," says Catharina Knobloch. "Our team was impressed by DocuWare's flexibility and user-friendliness. Crucially, we felt that Ricoh as a company was a great match for us — the team we worked with demonstrated an agile mindset and a strong customer focus, just like us."

CKV GROUP completed the implementation of DocuWare for internal accounting together with Ricoh in six months, using an agile project management approach. "Using DocuWare, we have completely transformed our invoice management and automated the repetitive tasks in no time. The DocuWare software includes artificial

intelligence, where it uses machine learning to constantly improve the accuracy and speed of invoice processing over time. This hugely increases productivity" explains Catharina Knobloch.

After the successful transformation of its invoice processing, CKV Group worked with Ricoh to digitise HR workflows, which is a core process. Previously, job applicants were asked to complete a paper form, before the HR and payroll department entered that data manually into separate systems. These handwritten applications were often difficult to read and process. For example, due to incorrectly captured email addresses, notifications for payslips and similar information could not be delivered, adding administration workload for the HR team.

Catharina Knobloch explains: "Since we moved to a digital process with DocuWare, applicants scan a QR code and use their phones to complete forms digitally. Alternatively, potential employees can use company tablets to fill in the application forms digitally, before going into the job interview. When we now employ new employees, the data automatically gets transferred into our payroll and roster planning solutions. This drastically reduces the manual data input required, leading to lower workloads for our employees managing recruiting and payroll processes, and helping to improve data quality. Given that we regularly hold 20 job interviews a day, the time and workload savings are huge."

Furthermore, internal communications between departments has substantially changed to accelerate notification and approval workflows. In the past, when starting to work on new customer jobs, for example, the company created so called 'object sheets' as Word files. After lots of adjustments, these were sent around to different departments by email. The sheer volume of emails started to overwhelm the staff, and the approval of object sheets took longer and longer.

Catharina Knobloch explains the new approach: "Using DocuWare, we have set up an automated workflow where we define which department gets which information. Changes made by all departments are documented in a central history log throughout this process, until the final approval is made through an app. All relevant employees were included in the development of this workflow, which led to a high level of satisfaction."

BENEFITS

In multiple departments, implementing DocuWare has enabled CKV GROUP to create a modern, productive working environment, improving both employee satisfaction and customer service. By implementing comprehensive digital transformation projects in collaboration with Ricoh, CKV GROUP is delivering significant benefits across all departments using DocuWare software.

> "
>
> The training provided by Ricoh towards the end of the projects was outstanding, so we are empowered to do many things internally. And if that is not possible, the Ricoh support has always been available immediately and solved any issues we had quickly.
>
> *Catharina Knobloch, Chief Digital Officer*

"The Solution Software Designer from Ricoh helped us to digitalise processes and use DocuWare as effectively as possible, and also enabled us to rethink processes. In the past, our processes were often optimised for manual processing, and that's why they had to be newly adapted to reflect digital workflows. No process becomes more efficient just because it gets digitised. A process becomes more efficient, because you also rethink it" adds Catharina Knobloch.

The easy usability of DocuWare, largely powered by the no-code approach, has enabled the CKV Group team to digitalise certain internal workflows independently using the Workflow Designer. When improvements are requested internally by employees, the internal IT team can often fully implement these changes without having to work with external developers, speeding up the digital transformation.

"The training provided by Ricoh towards the end of the projects was outstanding, so we are empowered to do many things internally. And if that is not possible, the Ricoh support has always been available immediately and solved any issues we had quickly" comments Catharina Knobloch.

"It's great to see that empowering our employees to shape more efficient processes has made us more productive, and also boosted employee satisfaction. It was always important for me that our digitalisation projects are not driven by the IT department, they are driven by the employees in the business departments who work with the system every day – because digital transformation is no pure IT project. So far, we are delighted with the results and the future possibilities of DocuWare. We believe this will be a long-term partnership with the implementation partner Ricoh" concludes Catharina Knobloch.

ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces and workspaces, and to optimise business performance.

Headquartered in Tokyo, Ricoh's global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over its 85-year history. In the financial year ended March 2023, Ricoh Group had worldwide sales of 2,134 billion yen (approx. 16.0 billion USD).

It is Ricoh's mission and vision to empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future.

To find out more please visit www.ricoh-europe.com

RICOH
imagine. change.

www.ricoh-europe.com