

TOSHIBA

Digital business made easy

A step-by-step guide to
business process optimisation



 Knowledge
On Demand

The transformation challenge

COVID-19 forced SMBs to accelerate their digitalisation plans in response to a unique set of circumstances. But introducing new remote ways of working and enhanced digital interactions with customers was just the start.

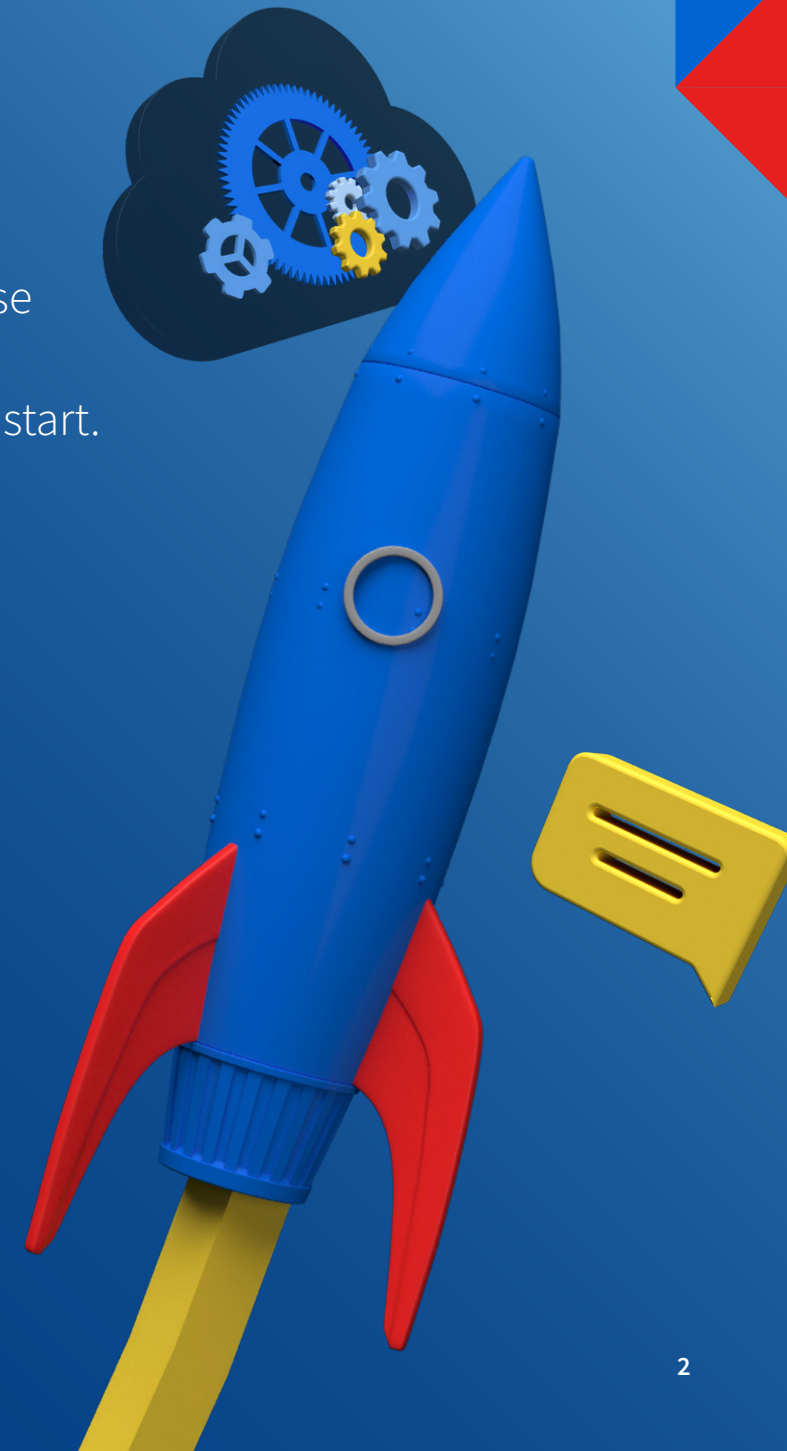
Switching to a digital-first approach proved a successful strategy. One that many SMBs now want to build upon. So they can future-proof their operations, be more productive and respond faster to evolving trends.

In other words, they now want to optimise their operational processes – and empower their people to work smarter and more productively. Lowering costs and increasing profitability along the way.

Problem is, kick-starting this digital vision depends on overcoming some key challenges.

To make workers more efficient, and free them up for more high value work, businesses first need to automate and streamline many of today's productivity-killing and repetitive tasks. Things like manual data collection and data entry, approvals and sign-off requests. In short, the activities that consume a lot of time, resources and money.

With in-house IT teams already stretched to the limit, and know-how in short supply, Toshiba can help.





Small automations, big impact

Reducing paper-based and manual processes represents a critical first step towards digital business process optimisation. And it all begins with being able to digitally capture information - so that processes can be automated and new smarter ways of working initiated.

The good news is that today's innovative document management technologies make it easy to digitally scan and convert physical documents into computer processable files. What's more, these systems can handle any kind of unstructured data – documents, pictures and even social media files.

Once digitised, these documents will be instantly retrievable, always available and easy to manage. Which means you can now

build and initiate automated processes and workflows, routing documents to the right people instantly while tracking the progress of every action along the way. There's no need for human intervention because notifications and alerts deliver prompts and progress updates straight to people's inboxes.

Revolutionising workplace productivity

With the right document management software in place, you'll be able to:

- Scan and import paper and digital documents or files, capturing information and converting it into **highly structured and usable data**
- **View and manage** any kind of electronic document: PDF, JPG, TIF, CAD and more
- Route documents to staff members, customers or business partners using **automated workflows**
- Index and classify documents so you can search and find them fast – by document type, keywords or full text
- Use powerful OCR to pull text or images from one document (like a CV) into data and **instantly use it elsewhere** (load it into an applicant tracking system)
- Enhance compliance – secure document archiving means **only people with the right permissions** get to access the documents they need



Automating everything related to your document-intensive processes changes the rules of the game when it comes to streamlining how your business operates.

Teams can now create digital flows for everything from expenses and invoice

approvals to employee onboarding and customer contracts. Plus, there's no need to manually update key organisational systems of record like HR or ERP systems as your critical transactions and actions are instantly captured and recorded.

All of which paves the way for enhanced and more productive ways of working that add up to a more efficient and streamlined business.

Small automations that dramatically boost efficiency

With digital document management and workflow tools in play, your business will benefit from some significant efficiency gains:

- **75% reduction** in process cycle times¹
- **30% reduction** in document processing errors thanks to increased accuracy and the elimination of document duplications²
- **40% reduction** in document-related costs resulting from the elimination of paper-based processes³

1 - <https://start.docuware.com/go-paperless>

2 & 3 - <https://financesonline.com/cloud-file-document-management-statistics/>



Toshiba has a long history of enabling SMBs to do more with less.

Over the years we've helped hundreds of organisations optimise business productivity and performance, using powerful digital document management and workflow automation solutions crafted around the specific operational needs of their functional teams. From HR onboarding and employee records to sales proposals and contracts, we've got it covered.

Let's look at how we're able to make a world of difference to how, for example, Accounting and Finance teams operate.

Improving invoice processing with finance automation

We've helped Accounting and Finance leaders in a variety of industry sectors to digitalise and automate their accounts payable operations. As a result, they've been able to reduce invoice approval times by 70-80% while cutting invoice processing costs by 50-80%.



Today, Accounts Payable teams can:

- Capture paper and digital invoices, **automatically matching and validating** these to related purchase orders and double checking for any duplicate invoice numbers
- Route invoices into a multi-step approval process that supports split code billing for multiple approvals, migrating tasks from one employee to the next to **keep processes flowing**
- **Automatically post** approved invoice amounts directly back into ERP and finance systems (SAP, Microsoft Dynamics, QuickBooks, Sage and more)
- **Dynamically handle** exception-level approvals and reprocess rejected invoices
- **Automatically pre-approve** invoices under a set value threshold
- Initiate automatic 3-way match processes that enable invoices to move from initial capture to approval flows with **no manual intervention**
- **Instantly get answers** to questions like: When was this invoice recorded? Where is it now and who accessed it last?
- Utilise **intelligent indexing** to search for specific invoices or terms – by amount, invoice number, product line descriptor and more
- **Securely store** documents in a compliant way
- Undertake compliance audits and financial reporting in **hours – not weeks**



By eliminating repetitive manual tasks in an auditable and highly transparent way that accelerates invoice processing capabilities, it becomes simple to work quicker and smarter.

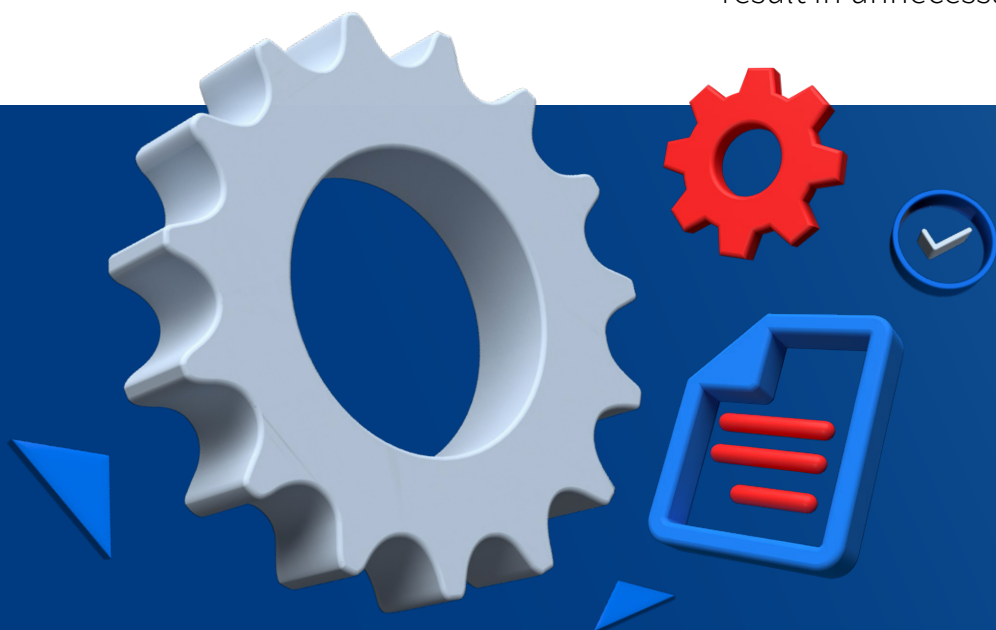
For example, processing and paying invoices before they're due means businesses are in a much stronger position when it comes to negotiating early payment discounts or preferential pricing from suppliers. But that's not all.

Reporting dashboards make it quick and easy to see which suppliers submit the most accurate invoices - and those that don't. Enabling better decision-making when it comes to identifying which suppliers represent a hidden cost to the business.

Businesses also benefit from automated invoice validation and instant error and compliance checks that streamline the entire invoice-to-reconciliation process. All of which eliminates issues like duplicate invoice payments and over-payments that result in unnecessary and excessive spend.

What's more, digitalising and automating operations ensures the companies we work with never miss a beat. So, when someone is sick or goes on leave, workflows can be instantly transferred and picked up by others. Similarly, because all data and documents are securely archived in a centralised repository, collaboration and business continuity can be maintained should disaster strike.

With Toshiba, optimising how people and business processes work is a walk in the park.



“Productivity gains aside, the companies we work with achieve some significant commercial returns. Just recently **two customers jointly avoided £1.5 million of spend**, thanks to the automated duplicate invoice checking feature our solution provides.”

James Yorke, Toshiba Business Development Manager



Case study: Aster Healthcare

Automating its Accounts Payable processes has generated some impressive efficiency and cost savings for Aster Healthcare, which owns and operates four specialist care homes. Processing over 300 invoices a month, the Finance Team has:



Halved the time taken to process, store and retrieve invoices – saving over 80 hours a month



Eliminated the need to rent archive rooms for paper document storage – saving £4200 a year



Helping you transform your business – one step at a time

We believe that business process optimisation isn't just for large enterprises. By eliminating paper-based processes and automating document workflows, we've helped hundreds of SMBs pursue their digital ambitions – and prepare the way for future business modernisation initiatives.





The good news is that our software-based solutions are quick and easy to deploy. We simply overlay and integrate with your systems – so there’s no need to rip or replace your existing IT investments. Plus, our solutions work on-premises or in the cloud. Added to which, our workflows feature pre-configured and reusable components that get your process automation up and running fast – there’s no need to spend lots of time configuring everything from scratch.

What’s more, we’re highly experienced at helping organisations embrace digital transformation at a pace that works best for them. For many that means starting with one function in one department and building out process automation across the business, one step at a time.

Providing all the insights and know-how needed to do this in the most effective and productive way possible, our approach is simple and highly collaborative.



Case study: Hercules Site Services

A busy construction company that deals with hundreds of suppliers and around 1,000 invoices a month, Hercules Site Services had three key goals: eliminate the manual sorting and filing of invoices, speed up the approvals process, and track invoices within the workflow.

Having audited how the business operates, we mapped out a document management and workflow automation solution that exactly fitted the bill.

Now Hercules is looking at other areas of the business where digitalisation could help improve efficiency and save costs.



“What really set the Toshiba team apart is their willingness to go that extra mile. No request was too big or too much trouble, was always done with patience, while taking the time to understand what we were trying to achieve. They even helped me split bulk invoices so these could be uploaded straight into the system, something I thought I would still need to do manually.”

Emma Collins, Accounts Payable Manager at Hercules



How we do it

Because we know one-size-doesn't fit all, we'll spend time getting to know your unique operational practices and challenges.

Which means we'll ask lots of questions, get familiar with your terminology and processes, and work closely with you to scope out exactly what you want to achieve. Along the way we'll provide ideas and recommendations on how to enhance and streamline the way your teams work and perform.

After which we'll design and implement easy-to-use automated digital workflows. Ensuring that everything, from data capture to how documents are indexed and flow from one system to another, is tailored to your exact needs.

Finally, we provide all the skills training and knowledge transfer your users will need to hit the ground running on Day One.



Case study: RTX Routetrader

A fully functional digital storage, retrieval and workflow solution at RTX Routetrader – which provides international voice call services for telecom operators – has standardised processes across the organisation and transformed its customer on-boarding and accounts payable functions.

“It really ticks so many boxes for our business, it’s not so much the digitisation but everything around it – audit trails, approvals, standard ways of organising documents, workflows instead of emails – and you can use it to push data around other systems.”

“Our customer on-boarding process is now much quicker and more efficient...and we have full visibility and control of the process plus secure data that is fully compliant for auditing. We can even generate contracts from the system.”

Craig Chapman, CFO at RTX Routetrader



Ready to start the journey?

As the world's most trusted provider of workplace solutions that help organisations streamline processes, keep critical information secure and become more sustainable, we help companies create new and more efficient ways of working – so their people can focus on the things that really matter.



We're not just here to talk, we're here to make things happen

When it comes to achieving an optimised transition to digital systems, we've made it possible for SMBs in just about every industry you can think of – retail, care, hospitality, manufacturing, construction and more – to achieve measurable improvements and gains. Setting them on the path to smoother and more accurate business operations while putting in place the foundations they need to grow the business.

If you're ready to start your digital business journey, we'll be at your side every step of the way.

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