



Tips and Pitfalls of implementing DMS

RICOH

Agenda

1st Part

- The benefits of DMS to an Organization

2nd Part

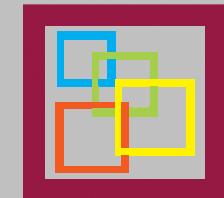
- The Pitfalls of Implementing a DMS

- How to Successfully Implement a DMS in your Organization

3rd Part

- Ricoh HK and Product Portfolio for DMS

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SQUARE

Laserfiche[®]
Run SmarterSM



Introduction

Knowledge in a business

- Experience of the employees
- Designs for the products
- Planning for the activities in an organization

- Documents

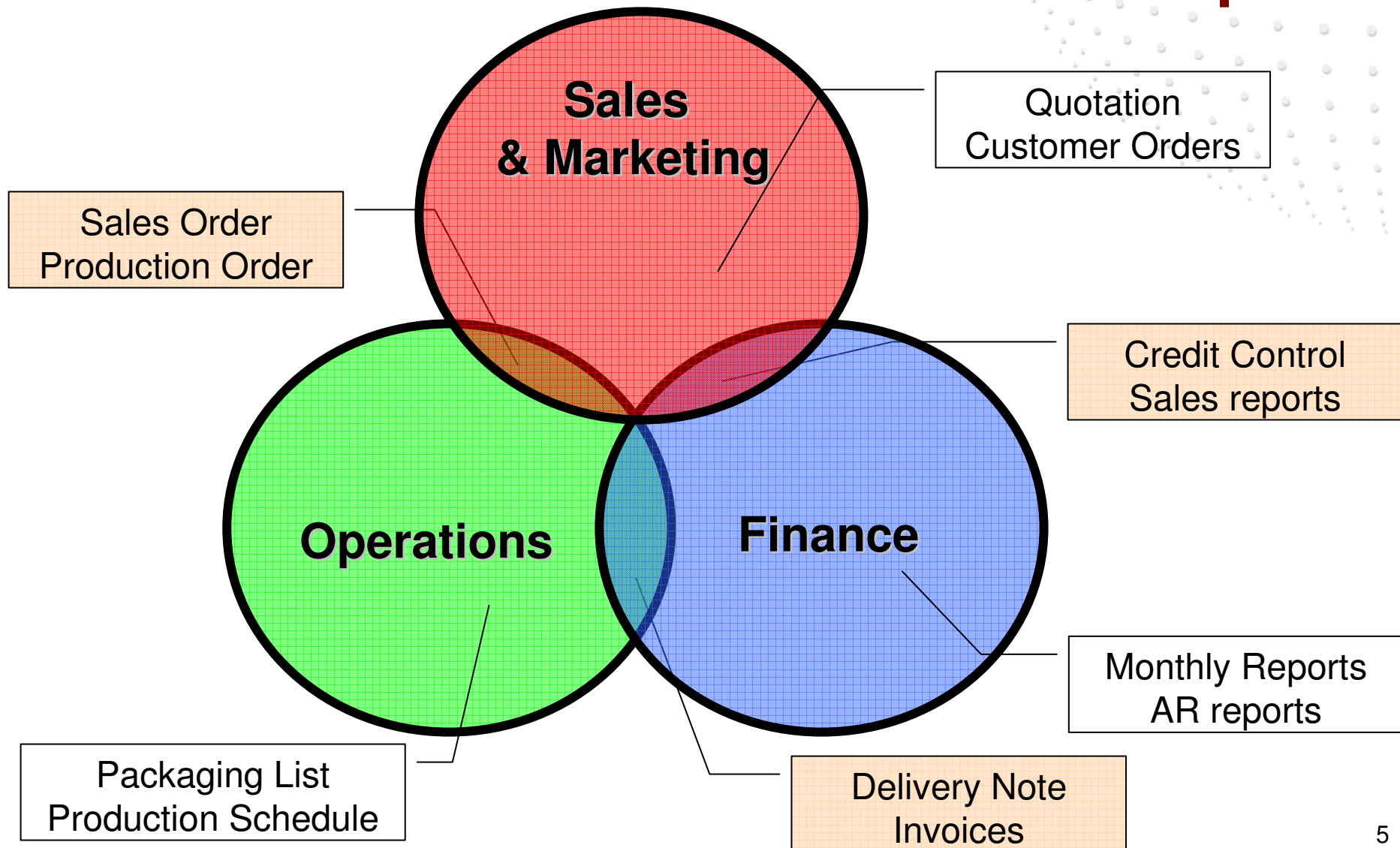


Why do we need DMS?

- According to a Gartner Group Research, the cost of document generation and management could account for 3% of the annual revenue
- The printed paper output in a typical office is growing at 21% per year



Document and Business Relationship



Why do we need DMS?

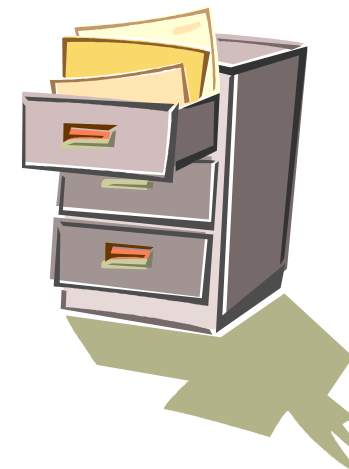
The **BENEFITS** of implementing a DMS

- Improvement in goods and services offered
- Improvements in Customer Service
- Improvements in Staff Productivity
- Improvements in Recruitment and Staffing

Q1. Why do I need Document Management System?



**Manufacturer and Distributor for
Disposable Forks and Knives**



Q1. Why do I need Document Management System?



**30
minutes!!**



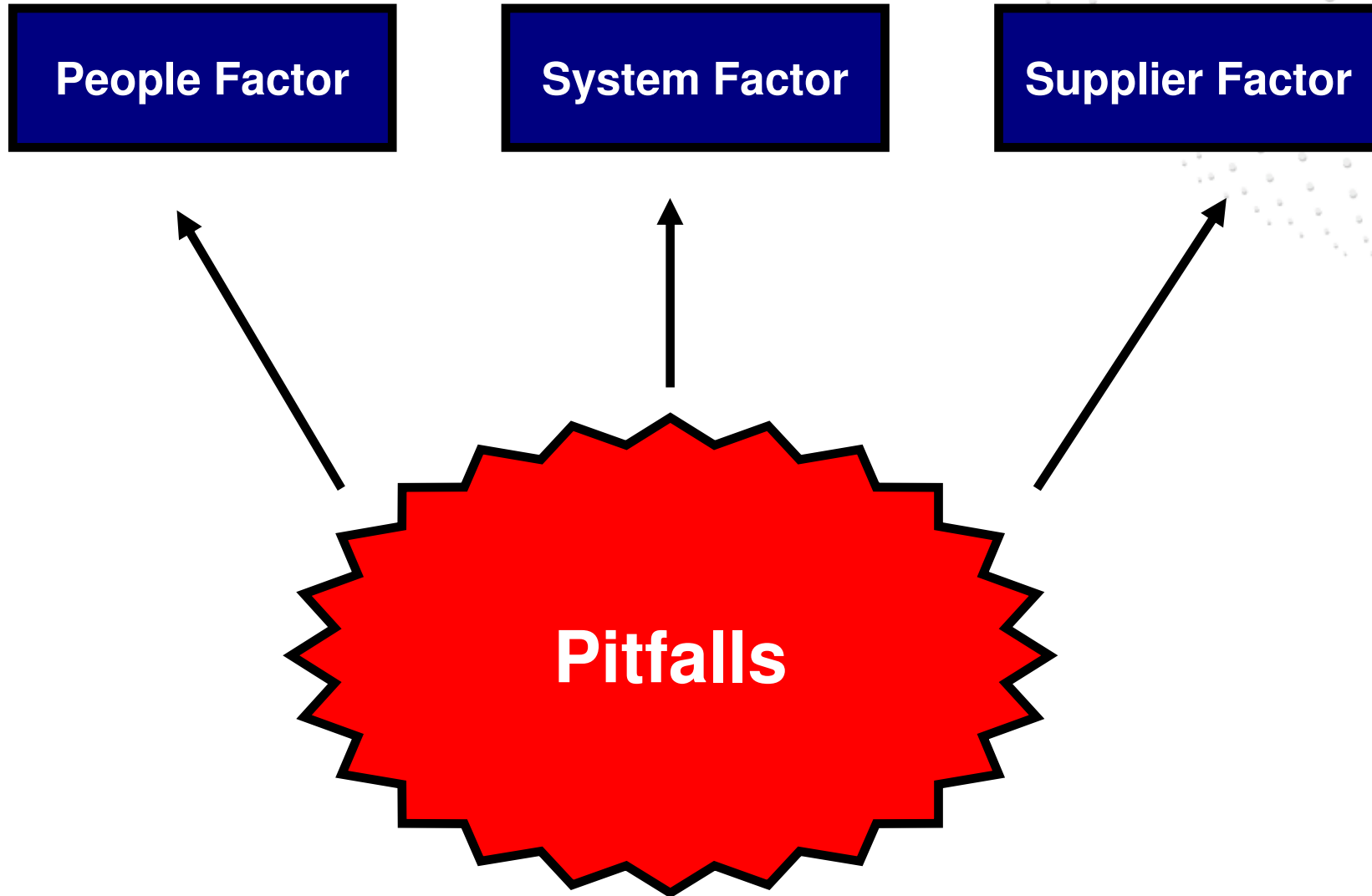
**5
minutes!!**

Productivity Gain of 600%!!!

Pitfalls in implementing DMS

- If the benefits of a DMS is so great,
 - How come so many organizations are still not using DMS?
 - How come so many DMS projects got kicked off and got stuck in the pilot phase?
- What are the **Successful Factors** and **Pitfalls** in implementing DMS?

Pitfalls in implementing DMS



Pitfalls in implementing DMS

People Factor

System Factor

Supplier Factor

Poor planning

- A lot of people do not realize the importance of planning, they don't have a timeline for the implementation, and the resources required in each phase

Sense of purpose

- Before the implementation, we would need to give a deep thought on the business problems, and try to understand how a DMS could help to solve these problems

Lack of Responsibility

- Knowledge management is likely to die out if no one is taking responsibility

Pitfalls in implementing DMS

People Factor

System Factor

Supplier Factor

Functions do not match the user requirements

- Sometimes, the pitfalls are related to the system itself

Lack of customization

- If the workflow is really complicated, then DMS may need some customizations

Pitfalls in implementing DMS

People Factor

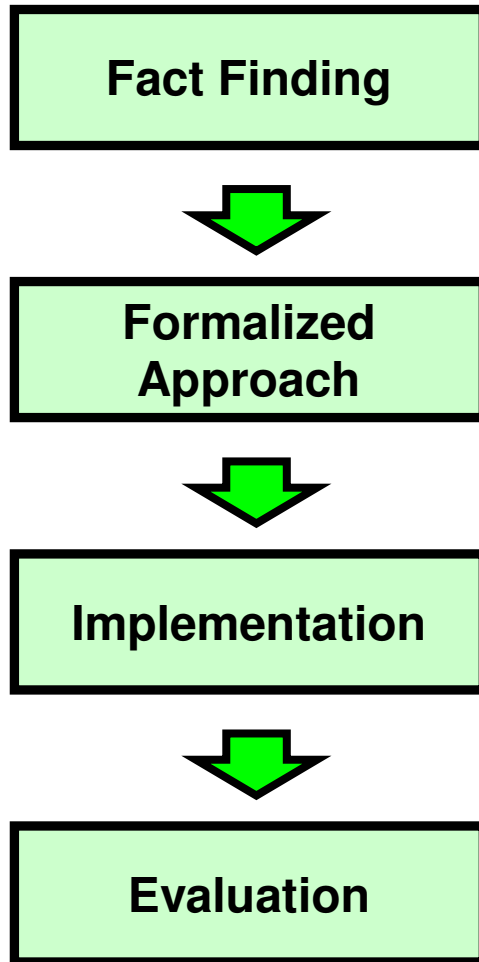
System Factor

Supplier Factor

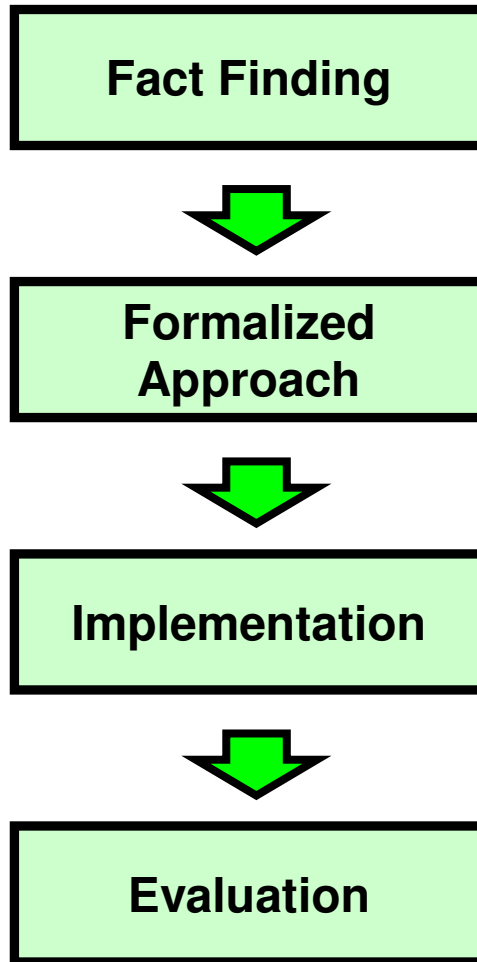
No defined Scope from the Supplier

- Sometime, the pitfalls are related to the Vendor implementing the system
- Problems often arise, when the vendor did not have a defined scope, and started off the project too big!
- Ricoh have over 10 years of experience in providing DMS solutions. And our network solution team consists of around 20 people, and they have helped a lot of organizations to reengineer their document workflow and process
- We believe that Ricoh is the rightful supplier for your DMS

A Successful DMS implementation



A Successful DMS implementation

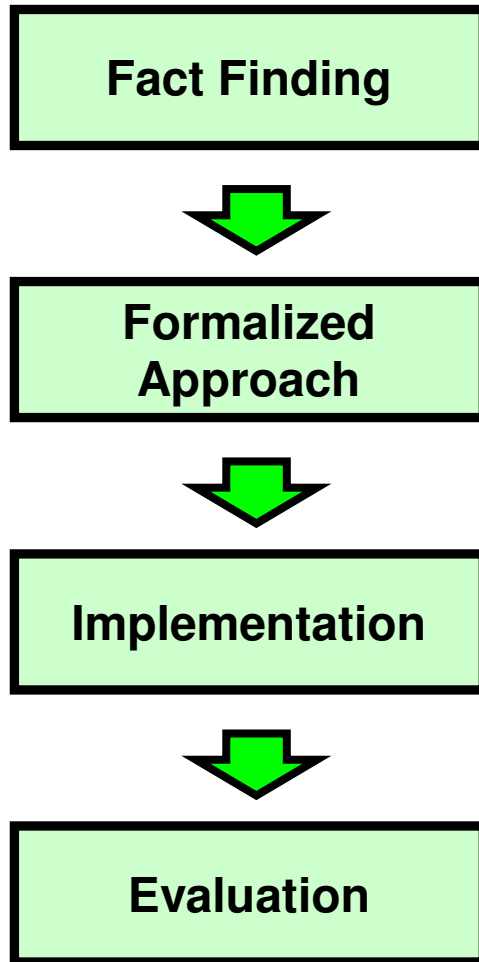


Fact Finding

The fact finding activities should revolve around 5 key areas

- **Stakeholders**
- **Strategy**
- **Finance**
- **Resources**

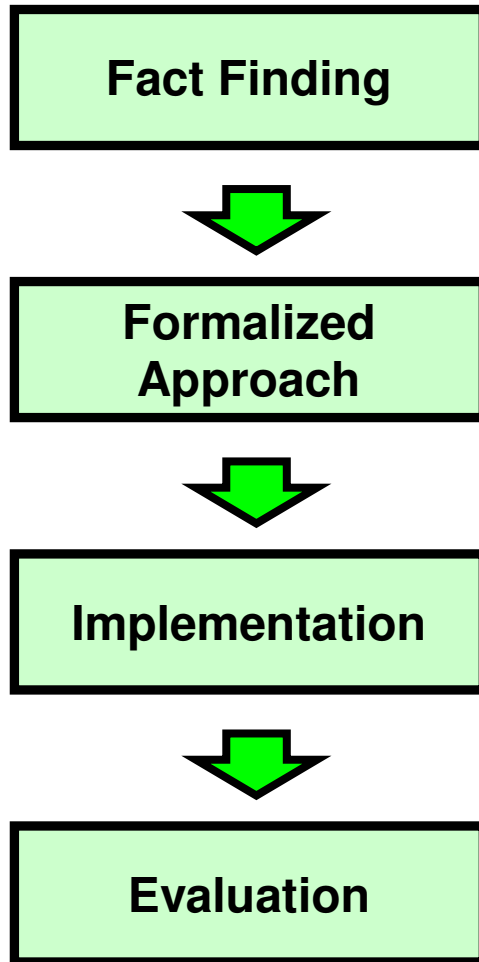
A Successful DMS implementation



Formalized Approach

- Based on the information gathered in the last two sections
- Details on the project management, including resource management, timeline for the infrastructure improvement, disaster recovery
- Expectation Management

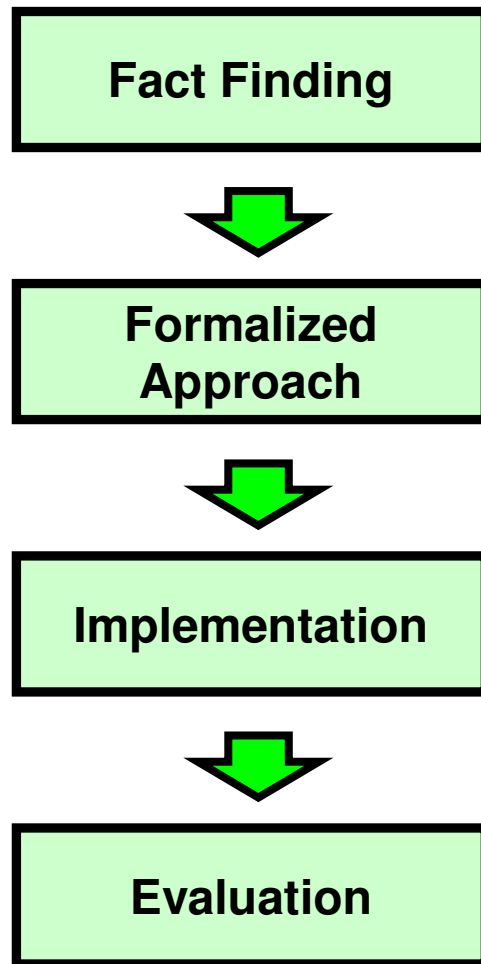
A Successful DMS implementation



Implementation


- Then the third phase would be implementing the DMS solution
- Selecting the appropriate vendor and negotiate the contract agreements with them
- Choosing a vendor that has the experience in understanding the business problems, user requirements, and the ability to implement an appropriate DMS solution

A Successful DMS implementation



Evaluate

- The final stage is to evaluate the progress made on the system
- This is often one of the most neglected stage in an implementation
- **Modify**
- **Extend**
- **Disable**

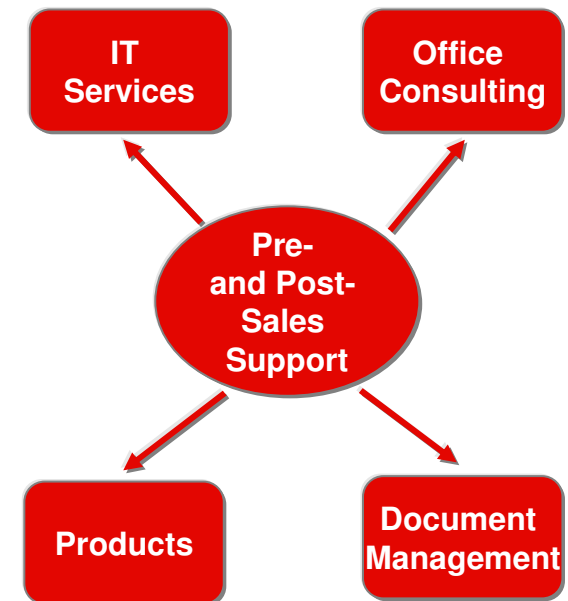


RICOH

Company Background

About Ricoh Hong Kong

- Established for 45 years in Hong Kong since 1963
- Hong Kong's No. 1 sales and support team
- One-stop solution:
 - Office Consulting
 - Products line-up – multi-function printer, laser printer, digital duplicators, other general office products, office supplies
 - Maintenance service
 - Conversion service
 - IT Services – IT products and network services



Company Background

The Ricoh Global Network

- Headquartered in Japan and has offices around the world in USA, South America, Europe & Asia Pacific
- Major product lines:
 - Multi-function printers (MFP)
 - Laser printers
 - Fax machines
 - Digital duplicators
 - Related supplies and services
 - Digital cameras and advanced electronic devices



Our Solutions

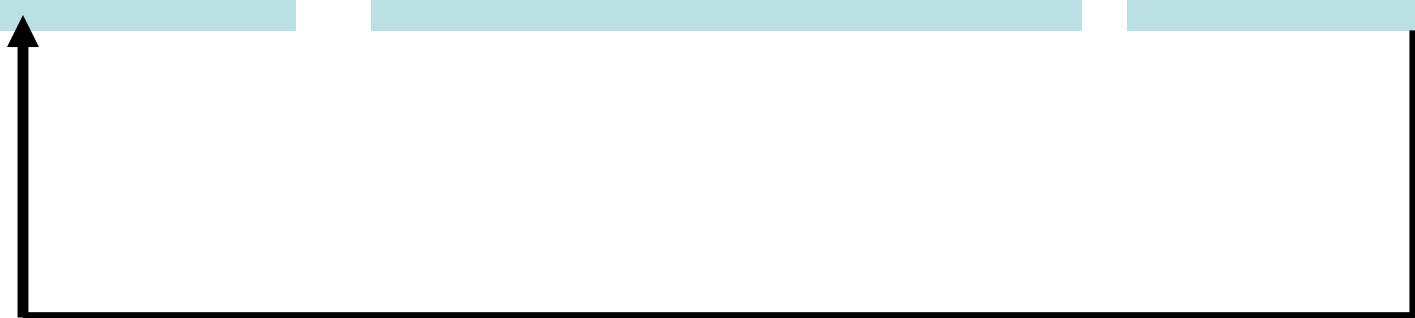
Capture



Manage

Store

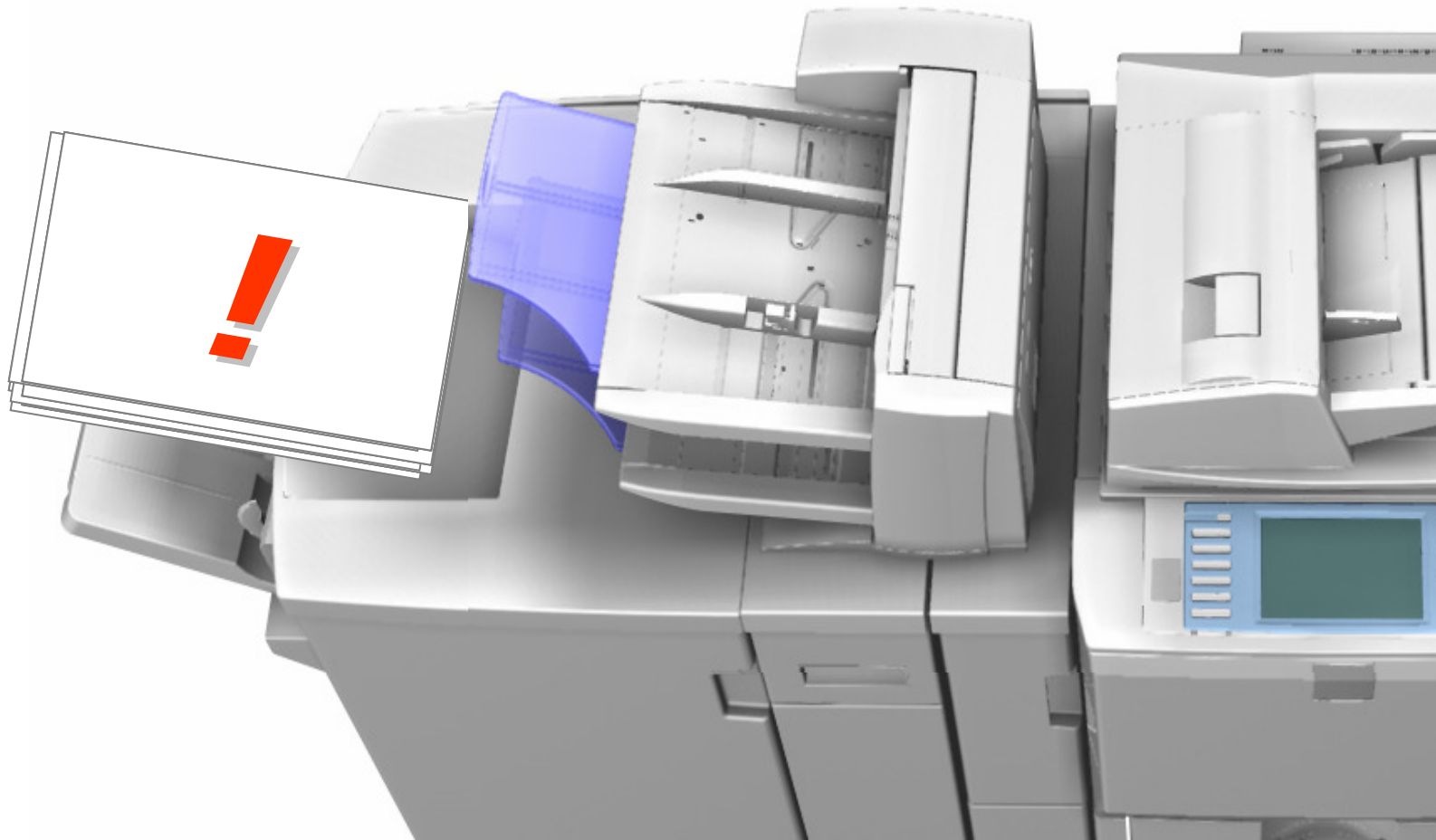
Deliver



Live Demonstration in our Booth

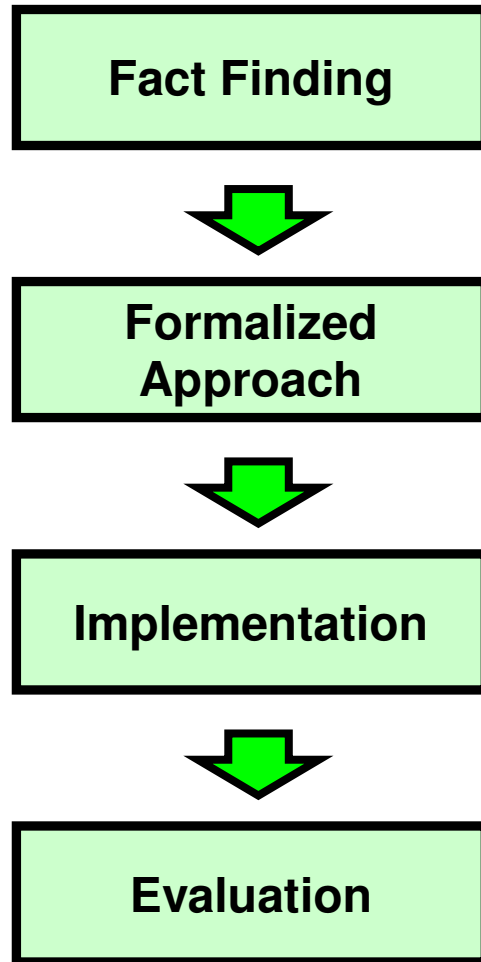
Document Management System- Square

Workflow Solution- EasyFlow, SBA



Appendix

A Successful DMS implementation



Data Collection

- Observing the internal process
- Everyone in business creates, archives, share, copy, modify and dispose information
- What is missing is just a formalized approach to handle these bits and pieces

Introduction

The Buzz Words for Knowledge Management

- Document Management
- Document Imaging
- Records Management
- Content Management
- Enterprise Content Management
- e filing

- Knowledge Collaboration

Introduction

What constitutes a complete DMS?
(use the slide from the canned powerpoint)....

1. Capture
2. Manage
3. Distribute
4. WorkFlow
5. Integration/
6. Database
7. Storage

Why do we need DMS?

Problems facing most organizations

- Increased turnover rate
- Complicated/ Project based workflow
- Traditional structural source of advantage eroding
- Fast pace of changes in the marketplace

Introduction

What does that mean?

- Creating repositories of information about best practices
- Setting up networks for transferring information
- Creating procedures to ensure that lessons learnt are passed along