

AUTOMATE YOUR WAY TO AN INTELLIGENT WORKPLACE

Experience smart workflow processes with Fuji Xerox



03 AN OVERVIEW

What is Workflow Automation and Why Does It Matter to You?

04 INTRODUCTION

Welcome to Your New Intelligent Workplace

05 DIGITAL INTELLIGENCE

Start with Paper, End with Digital Transformation

07 MACHINE INTELLIGENCE

Powering the Intelligent Workplace with Smarter Machines

09 HUMAN INTELLIGENCE

Working the 'Human Way' in a Digital World, but Better

11 WHAT'S NEXT FOR YOU?

Unlock the Potential of a Smart Digital Workplace

AN OVERVIEW

What is Workflow Automation and Why Does It Matter to You?

The digital age offers businesses the promise of greater agility. However, many are struggling to deliver on it because they are still weighed-down by tedious paper-based processes.

¹KOFAX, 10 Ways Manual Tasks are Costing Our Business, n.d

Now, imagine working in an office built to automatically take care of and speed up processes. 98% of IT professionals have jumped on the automation bandwagon and find it vital to driving business benefits¹, such as:



Focusing on higher-value, innovative work



Running smarter, faster and more efficiently



Achieving better work-life balance and improving staff retention



Improving accuracy and precision, reducing any opportunity for human error

The smarter workplace has arrived—and it begins with **Workflow Automation (WfA)**. It enables your office to self-run low-level, repetitive business processes, while you focus on value-added work. And with the right digital transformation partner, your organisation stands to reap benefits similar to or even better than those that have already adopted automation.

Read on to uncover the benefits of an intelligent workplace and why it's the competitive business advantage you never knew you needed.

INTRODUCTION

Welcome to Your New Intelligent Workplace

Singapore's vision of becoming a Smart Nation is taking shape. Just look around your office and you'll notice digital transformation happening in your workplace. As a frontrunner in Asia for digital transformation², Singaporeans have started to adapt in tandem with the country's progression—focusing on skillsets like workflow automation.³

What's driving the digital appetite?

47%

of Chief Information Officers (CIOs) in Asia Pacific are changing their business models⁴ to increase customer engagement

↑ businesses going digital,
↑ in adoption of automation solutions

With the rapid adoption of automation, it's imperative for your business to manage its growing use of paper and begin integrating paper-based documents into digital workflows to stay ahead.

How do you ensure successful digital transformation?

By leveraging the power of digital, machine and human intelligence—offered by Fuji Xerox Singapore.

This eBook unboxes how our Workflow Automation solution (WfA) is #BuiltForMore so you can attain digital transformation within your department, one workflow at a time.

| DIGITAL INTELLIGENCE | MACHINE INTELLIGENCE | HUMAN INTELLIGENCE |
|---|--|---|
| Physical documents are automated and digitised, powering your department with actionable insights to organise, store and eradicate paper clutter for good | Smart machines identify existing workflows that can be automated and streamlined, so they run more efficiently | Fuji Xerox experts provide a workflow assessment and solution consultation, the trusted partner for greater value |

² Brink News, Singapore Tops the Asian Digital Transformation Index, Again, 25 January 2019

³ Business Insider, Singapore's Top 3 New Skills are Design, Blockchain, and Workflow Automation, LinkedIn Study Finds, 19 June 2019

⁴ Gartner, Gartner CIO Survey Reveals Digital Maturity in Asia/Pacific Has Reached a Tipping Point, 30 October 2018

Start with Paper, End with Digital Transformation

Adopting digital transformation feels like a hefty undertaking, but if you think about how your business works, it mostly boils down to one key function: your processes. How much of your processes are manual and includes using (or wasting) paper?

By freeing up resources from repetitive tasks and menial labour, your department can enjoy:



Immediate

25%-50%

cost savings¹

Financial services can realise overall process cost reduction by eliminating manual steps and rework¹

Slashing processing times by up to



90%¹

Those in Finance and Accounting will be able to process invoices in 4 days on average, compared to 16 days for laggards¹

Increased employee productivity, service levels and capacity by



35%-50%¹

Manufacturing companies can achieve 96% perfect order rate across their supply chain, compared to a 71% - 73% score for laggards¹

50%

of manufacturing companies still use manual, paper-based processes to monitor changes and disruptions to their supply chain¹

47%

of professionals in Accounts Payable consider manual data entry and inefficient processes their biggest challenges¹

Where should you even begin?

Digitalisation is more than just replicating paper-based documents and files in a digital environment; it's also about optimising processes to increase revenue while simultaneously reducing costs. This is why workflow assessments are a great starting point in your digital transformation journey.

It allows you to identify an inefficient process—one that creates waste and has employees unnecessarily spending time on—and simplify it by implementing an automation solution that's integrated within your multi-function device (MFD).

¹KOFAX, 10 Ways Manual Tasks are Costing Our Business, n.d



How should you do it?

By shifting your document workflow to the cloud.

Cloud-based services have become part of the push to remove complexity from document-centric workflows, while making them easier to achieve. In combining a variety of resources—hardware, software and expertise—cloud technology helps your department accelerate process automation by capturing, storing, sharing and transforming paper-based and electronic documents.



How Heritage Bank, Australia's largest customer-owned bank, transformed its document processes

AIM

To maintain and grow its strong customer base by rebuilding its infrastructure base and transforming its document processes

RESULTS



Estimated
\$350K
of cost-savings
to achieve in a year

CHALLENGES

- Manual and tedious document handling system affected internal loan application processes
- Old machines often experienced frequent downtime, affecting employee productivity



Gained
\$70K
in productivity from
automating manual
faxing to direct scan



About
\$10K
in energy cost-savings

SOLUTION

A fully-managed fleet of MFDs across all offices with onsite and offsite support by Fuji Xerox

MACHINE INTELLIGENCE

Powering the Intelligent Workplace with Smarter Machines

Data is growing exponentially—and is forecasted to hit 175 zettabytes by 2025.⁵ Is your organisation equipped to support the massive influx of data, or will you see operations slowing down? Unfortunately, failure to adapt to the changing landscape could impede your organisation's growth.

43%

of business decision-makers in Singapore cite overly complex or rigid IT infrastructure as a key challenge to achieving a more successful digital strategy⁶

⁵ IDC, Expect 175 Zettabytes of Data Worldwide by 2025, 3 December 2018

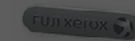
⁶ Riverbed, Riverbed Survey: 92% Of Singapore Businesses Face Challenges in Adopting Digital Strategy, 20 June 2018

What's Next?

Now that you've done your workflow assessment, you need modern hardware to complement the latest software you'll be implementing. Shifting from a legacy machine to a modern, smarter one can give you greater return on investment (ROI) and accelerate your digital transformation journey.

How should you do it? With the multi-function devices (MFDs) right in your office.

Many of us still think of MFDs as machines that only fax, scan and print. But we don't realise that they're built to do much more, like empower employees to work from anywhere at any time. As a vital machine powers most of your day-to-day operations, it's a key tool you should embrace as part of your digital transformation journey.



So what exactly powers your MFDs to become smarter?

Managed Print Services (MPS).

As a leader in A3 Colour Multi-Function Printers and Graphic Communication Services market segments, we built a next-generation solution that optimises your budget with lesser management. With the right provider, MPS can bring about benefits such as:



Reducing the costs of your print environment by 30%



Enhancing security by ensuring corporate data is adequately protected



Adapting your infrastructure to meet the growing needs of your company



Boosting productivity by supporting a mobile workforce and eliminating paper-driven processes



How ANZ Bank, the second largest bank in Australia, reduced its carbon footprint

AIM

To reduce its wastage, consumption of energy, water and paper, and to lower its greenhouse gas emissions

CHALLENGES

- MFDs required a considerable amount of time for ongoing maintenance and stock replenishment
- Many devices were not used to full capacity
- Unexpected machine downtime cost the bank inconveniences, like lost time and operational bottlenecks

SOLUTIONS

- A fully-managed fleet of MFDs with onsite support by Fuji Xerox
- A cost recovery software which offered the bank full-user level accounting and tracking of all print history, as well as greater document security

RESULTS



32%
reduction in power and carbon output



10%
reduction in paper wastage



Overall reduced carbon footprint with the help of energy-efficient devices and supplies, and improved employee wastage habit

HUMAN INTELLIGENCE

Working the 'Human Way' in a Digital World, but Better

Did you know that almost 1 in 2 employees⁷ in Hong Kong, Singapore, and Malaysia are dissatisfied with their work-life balance? Here's why: being busy doesn't necessarily translate to being productive.

How can digitalisation improve my daily operations?

Digital transformation is not just a buzzword; it has tangible impacts on the way we work. With access to both digital and machine intelligent capabilities, your workflows can be automated and simplified—empowering you to work better, faster, smarter.

1 in every 40

keystrokes produces an uncorrected error⁸

Employees often find themselves caught in a web of inefficient processes, which cost their organisations as much as 20% - 30% in revenues per year⁷

In achieving better workflow management, you'll be able to optimise your company's business processes by:



Ensuring the highest accuracy

Minimising human error by eliminating unnecessary steps, so that every task is carried out with a level of consistency.



Offering easier access to information

Enhancing how information is moved around the office, so that everyone has quick access to files they need, whenever and wherever they need them.



Removing bottlenecks

Analyse data generated to identify bottlenecks, so you can better allocate resources.

⁷ Qualtrics, Asia Pacific Employee Pulse, November 2017

⁸ Fuji Xerox, Redesigning Workplaces and Processes: Getting Off the Workplace Merry-Go-Round

Better workflow = Happier employees

A better workflow management also plays a vital role in talent acquisition and retention. Especially in today's tight labour market, talent is a top source of competitive advantage in sustaining a firm's growth.

Millennials, who will make up over one-third of the global workforce by 2020⁹, expect efficient digital work processes and the latest in mobile and collaboration tools to work anywhere, anytime

⁹ Fuji Xerox, Make Your Digital Workflow Your Top Staff Retention Strategy, n.d.

Here's why enabling digital workflows should be your top staff retention strategy:



Empower workers

Digital workflows offer greater transparency across organisations, motivating employees to have a better understanding of what's going on. It also enables them to work easily work remotely, creating a flexible working environment.



Speed up decision-making

With information available at their fingertips, employees are able to make faster decisions, improving their productivity.



Reduce menial tasks

Digital workflow automation enables tasks such as project approvals and claims to be completed quickly, so employees can focus on the core jobs that require higher analytical thinking, boosting workforce innovation.

WHAT'S NEXT FOR YOU?

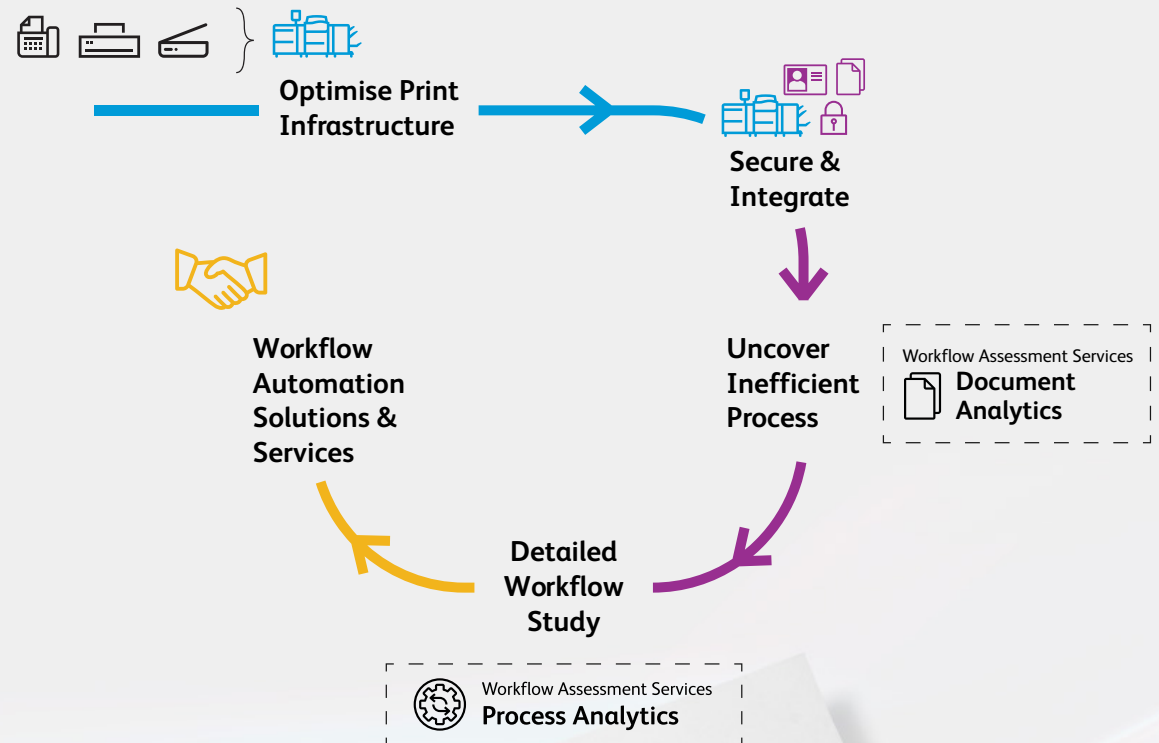
Unlock the Potential of a Smart Digital Workplace

The next frontier of work is here, and we know just how to get you started on your journey to a workplace that's **more responsive, connected, secure and integrated.**

Utilising analytics, our Fuji Xerox consultants conduct a **Workflow Assessment** to identify document intensive processes within your business, before evaluating your information lifecycle. Thereafter, we harness insights from the data collected to recommend areas that'll benefit from workflow simplification and/or automation. It's that simple.

As your digital transformation partner of choice, we offer you the solutions and services that automate workflows, document routing, business tasks and processes—making it easier for you to implement Workflow Automation than finding the problem within your systems.

Delivering Greater Business Values to FX Customers



Contact us for a workflow assessment