

# Solutions for Financial Services



## Profit through change

Disruptive change is prompting reinvention across the Financial Services industry, with 83% of executives viewing 'substantial change' as their biggest challenge.<sup>1</sup> In fact, 79% of organizations are likely to experience substantial change over the next five years.<sup>2</sup> The ability to adapt and respond to digital transformation brings rewards to those willing to rethink and retool the way you onboard customers, process information and maintain security and regulatory compliance. Serving existing customers while attracting new ones depends on the ability to move many forms of information efficiently and securely. Doing this well means your processes can speed up, be more accurate and less costly. That's good for the bottom line, but it's also good for your people — who can then focus on what they do best.

Improving the timeliness and accuracy of information improves decision making and — along with information governance — helps to mitigate risk. Ricoh is a proven partner with deep expertise in the Financial Services industry. Look to us to help you uncover opportunities to innovate, transform your operations and profit through change.

### Ricoh is your partner in digital transformation:

- Attract and retain customers with personalized communications.
- Improve customer satisfaction with streamlined account management.
- Reinvest in digital transformation initiatives while reducing operational spend.
- Enable customers and employees to have access to the information they need — when and where they need it.

<sup>1</sup> Source: IBM "The Enterprise of the Future: Global CEO Study" <http://www.sixsigma.live.net/future.pdf>

<sup>2</sup> Source: Harvard Business Review "Winning Through Change in the Digital Economy" [http://assets1.dxc.technology/innovation/downloads/HBR\\_Analytic\\_Services\\_Survey\\_DXC.pdf](http://assets1.dxc.technology/innovation/downloads/HBR_Analytic_Services_Survey_DXC.pdf)

We are passionate about helping clients, no matter where they are on the digital transformation journey.



## Opportunities to innovate and grow

### Serve your customers better

Communication — whether in the form of print or digital data — is at the heart of effective customer service. With Ricoh's streamlined account management and automated client onboarding solutions, you can innovate customer communications and attract new customers. Enhancing customer service can fuel the bottom line too. For example, KeyBank turned to Ricoh to create a timely, error-free and compliant statement management process. Annual savings is projected at \$250K, with an additional 3%-4% in postage savings.<sup>3</sup>

### Process information efficiently

In any Financial Services organization, information must continually be organized, converted and prepared for distribution into line of business systems, business processes and storage repositories. With Ricoh's document processing solutions, you can intelligently prepare digital data for its various uses. Keep customers happy by improving information processing speed,

and build a reputation for maintaining high data accuracy with the ability to avoid and catch errors early.

### Improve how employees work

Employees who facilitate information input, application processing and exception handling can find themselves turning to workarounds over time — but the time and cost to manually shepherd information along can quickly grow out of control. Increase employee capacity to service more transactions with digital processes that remove hand-offs and manual steps. Support better decision making with faster access to reliable information. Shed non-core functions by outsourcing to Ricoh specialists, and free up time to focus on your business priorities.

### Mitigate risk

Proper controls, procedures, security measures and business intelligence mitigate risk and can bring you peace of mind. Ricoh's security & compliance solutions

can help reduce exposure to unforeseen fines, embarrassment or breaches by performing current state analysis and deploying necessary counter-measures and ongoing management. Data organization, consolidation, proper chain of custody controls and audit tracking can also help lighten the load of preparing for an audit.

### Your strategic partner



Ricoh has the industry experience and the expertise to build a plan that tackles your key objectives and helps you grow, profit and focus on those things that only you can do. Please contact your Ricoh sales professional to learn more or ask a question.

<sup>3</sup> Source: "KeyBank Case Study" <https://www.ricoh-usa.com/-/media/Ricoh/Common/PDFs/Infocenter/CaseStudies/CS-229-RICKeyBank>

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