Workflow Automation

RICOH
imagine. change.

Change your status quo to *better, faster, easier*

You never know what to expect in a production print operation. Run lengths may vary from one to millions. You might have 5 jobs a day or 5,000. You receive repeat and new orders with service level agreements (SLAs) of hours, days or weeks. And, requests for personalization, customization or reports, including some to prove regulatory compliance, are most likely increasing.

If your business depends on manual operations or uses systems that don't talk to each other, you may be struggling to keep up. Or, you may be turning away business because your staff is overwhelmed, and it takes too long to onboard new clients. You want to automate, but you're afraid it might be costly and complicated. And, you don't know where to begin.

Workflow Automation solutions from Ricoh® make it easy for companies of all sizes to automate manual tasks and production processes, and at the same time, eliminate human errors, reduce labor costs and open up capacity for new work. With automated workflows, you can manage your production so accurately, efficiently and nimbly that you'll see a future full of opportunity.

Workflow Automation

Automate simple or complex processes

Ricoh offers three software platforms that can be used in Workflow Automation solutions. They cover the spectrum from simple, low-volume operations to complex, high-volume operations. Choose what's right for your needs, and feel confident in your choice since you can always enhance your solution as requirements change.

RICOH ProcessDirector™ is modular workflow software that automates and manages processes related to printing for midsize and large enterprises and print service providers that use PCL, PostScript, PDF and/or Intelligent Printer Data Stream™ (IPDS™) output devices. You can see and centrally control every job and document in your production environment through the system's web-based graphical user interface (GUI). The base solution can be tailored with more than 30 optional features, or Ricoh's Professional Services team can design and implement custom solutions.
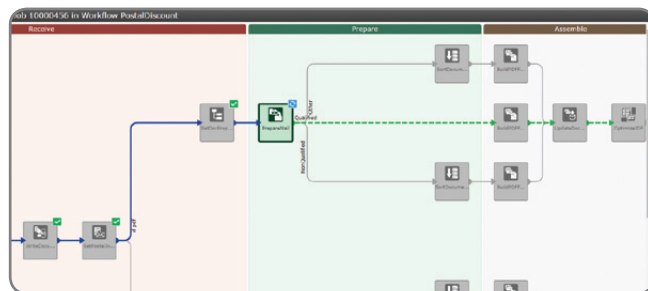
RICOH ProcessDirector Express is a PDF-based version of RICOH ProcessDirector that is ideal for midsize and large enterprises and print service providers that have PDF workflow requirements and use Ricoh, Kodak, Xerox and other PCL, PostScript and PDF output devices. The base solution can be customized with optional features and custom Professional Services enhancements.

RICOH® TotalFlow DocEnhancer is an Adobe® Acrobat® Pro plug-in that allows you to index and edit print-ready PDF applications without involving a graphic designer or going back to the source application. For example, you can add or mask content, identify document boundaries, and index the content. You define the changes visually, and can preview them before creating new print-ready files. Further, you can add optional features that include postal enablement, document-level verification and cutsheet job ticketing.

Build workflows with drag-and-drop simplicity

Each job follows a path through production, and the more you automate the steps of the path, the faster you can get work out the door. Right now, you may be moving jobs manually from step to step or using a scripting tool to link certain portions of your process in an attempt to integrate. Both methods are time consuming.

Instead, you can easily create workflow diagrams visually using drag-and-drop step templates with RICOH ProcessDirector and RICOH ProcessDirector Express. In seconds, you can set up standard or customized workflows for individual jobs or categories of jobs, with branches based on conditional logic. For example, a simple condition will staple a job with up to 20 sheets, or saddle stitch a job with 21 or more sheets. You can even build in and manage manual steps in your workflows, like a print quality check. In addition, you can define steps that automate reprints, eliminating one of the most frustrating manual tasks.

RICOH'S WORKFLOW SOFTWARE PLATFORMS

Simple, low-volume applications > > > > > > > > > > Complex, high-volume applications

RICOH
TotalFlow DocEnhancer
(PDF)

RICOH
ProcessDirector Express
(PDF)

RICOH
ProcessDirector
(AFP with PDF option)

Workflow Automation | Eliminate human errors, automate manual tasks and reduce labor costs.

Are you imagining hundreds of workflows to manage? Not the case. Most of our customers operate efficiently with a set of standard workflows into which conditional logic can be inserted to handle job variations and exceptions. For example, five customers ask you to print an annual letter to shareholders. While the logo and text are different in each, the letters can follow the same workflow.

Let the software keep track of deadlines and SLAs

Throw away the clipboard, along with concerns about missing SLAs, paying fines and dealing with upset customers! The Deadline Tracker feature of RICOH ProcessDirector and RICOH ProcessDirector Express manages deadlines based on job checkpoint times and the expected durations for each step in a workflow, both of which you set. The GUI provides a visual representation of the status of the job against its defined deadline(s). Operators can look at a job's workflow and easily see the location of the job within that workflow, which workflow branches were taken and the expected path for the remainder of the workflow.

Should something happen that jeopardizes a deadline, you'll receive an alert so you can take action right away. For example, let's say composition is a step in the workflow, but the composition tool isn't working due to server issues. The step should take 10 minutes but it's been 15 minutes and the step isn't complete. Our software will turn the job status to yellow in the GUI so you can intervene immediately and get things back on track.

Make sure your multivendor devices play nice

Cutsheet devices from different manufacturers don't always "play nice" when it comes to job requirements. Because they often require device-specific commands for finishing and media, you can't easily shift jobs from one cutsheet device to
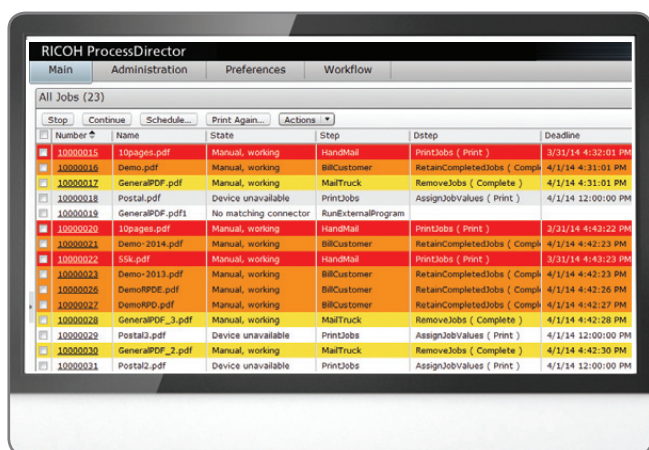

another or move a continuous feed job to a cutsheet printer. Until now, you had to go back to the source, change it and resubmit the job to another printer, which takes time and cuts into your profits.

The included Ricoh cutsheet printer capabilities, and optional cutsheet support for Xerox and Kodak printer features, extend your operational oversight. You can save time, improve asset utilization and achieve shop-wide flexibility by controlling which jobs are printed on which devices. Your operators can set up logic-based ticketing, choose media and finishing options and generate device-specific print-ready files that support the required commands for the target printer. As a result, you can send reprint jobs to any printer and reroute jobs to meet deadlines, without sacrificing integrity, in case a printer is down. Regardless of printer brand, the tools we provide help ensure your output is the same device to device.
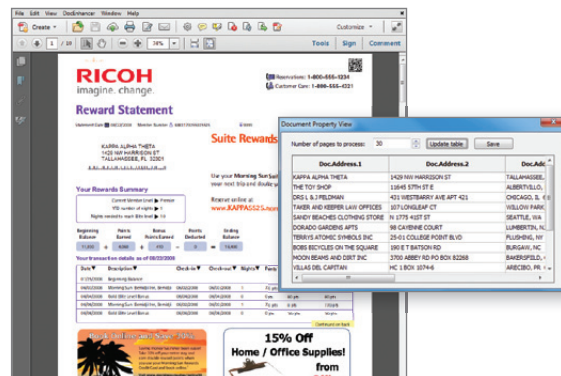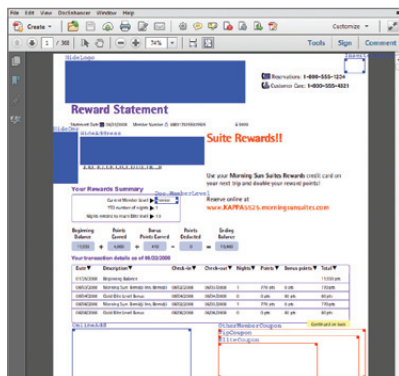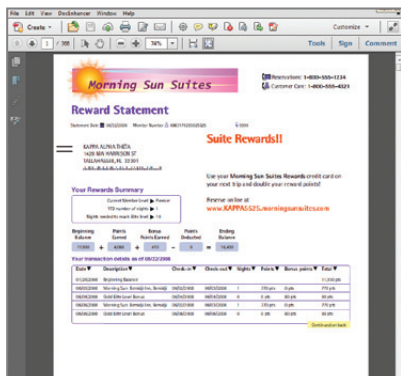
Add value to critical communications

RICOH TotalFlow DocEnhancer, RICOH ProcessDirector Express and RICOH ProcessDirector software are part of Ricoh's Critical Communications solution suite. Critical communications are documents that must be produced accurately because they are regulated, require tracking or reporting, or contain customization or personal information. Our critical communications solutions help address specific operating challenges that offer a high return on investment, as follows:

• Enhanced output management. Improve production throughput and increase utilization of staff and equipment.

• Tracking and compliance. Achieve output integrity and satisfy compliance and reporting requirements.

• Workflow automation. Eliminate human errors, automate manual tasks and simplify onboarding of new work.

• Postal optimization. Streamline mail handling, reduce undeliverable mail and qualify for postal discounts.

• Multi-channel delivery. Manage recipient preferences and personalized multi-channel communications directly from a unified production print workflow.

Index and edit fully composed PDF files

Many PDF files are delivered to you fully composed. You don't have the metadata and can't manipulate the content, add barcodes or include printing and finishing ticketing instructions. When changes are requested, you may have to send the files back to the customer or to a graphic designer, which is time consuming and disruptive. Instead, use our Adobe® Acrobat® Pro plug-in to save time, keep jobs flowing and capture postal savings — work with the files on the shop floor and take actions like these:

- Index the contents of a PDF.

- Add, hide, update and extract content.

- Work with the metadata to create lists and reports.

- Insert production control barcodes and marketing-driven QR codes.

- Identify the page boundaries of each document within a large PDF file, even if those documents vary in length.

- Enable document-level controls, by defining edits and instructions based on triggers on the page. Let the software apply the changes, like barcoding, edits or the addition of media/finishing instructions, to all of the other individual documents in the file.

- Determine the optimal postal sorting and reorder the PDF files (with additional third-party software).

- Insert the same set of PDF pages to the beginning or end of each document and apply markups to those pages, allowing static PDF page content to be added to enhance documents for marketing or production purposes.

Automate. It's the future.

Ricoh's production print experts have spent decades solving tracking, compliance and workflow challenges for some of the world's largest businesses. Our three software platforms allow companies of all sizes to operate with best practices. But we go further. Our software is open and modular. It can be customized and integrated into any production print center so you can speed up information delivery to all parties involved. And because our workflow solutions make it easy to keep up with changing requirements and new customers' needs, you can stay competitive without reinventing the wheel.

For more information

To learn more about the Workflow Automation solution, talk to your Ricoh production print specialist or visit www.ricoh-usa.com/critical.

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