



CASE STUDY:

# DocuWare: Automation at your fingertips

# Mitutoyo

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## COMPANY PROFILE

Mitutoyo Italiana is a branch of the Japanese multinational organisation that manufactures and markets instruments and measuring machines for the metalwork sector worldwide. The company works alongside its customers via a wide range of services, including consultancy, logistics and technical support. In addition to its head office in Lainate (near Milan), Mitutoyo Italiana has several showrooms distributed throughout Italy, where it performs demos and manages training courses delivered by qualified, certified personnel.

## SISTEMA DI MISURA OTTICO CNC - QUICK VISION ACTIVE



## ROTONDIMETRO ROUNDTRACER FLASH



DocuWare offers many benefits, which we wish to roll out for the entire company.

FRANCESCO ROSSI, ERP & LOGISTIC MANAGER, MITUTOYO ITALIANA



## OBJECTIVES

Mitutoyo Italiana is an organisation that is strongly oriented towards innovation, always on the lookout for new technological possibilities that might improve services for clients and internal processes.

"Also from a Quality Management perspective - explains Francesco Rossi, ERP & Logistics Manager at Mitutoyo Italiana - we had already been standardising and codifying our main procedures for some years, but they were still paper-based, manual processes.

The need therefore arose to adopt new operating methods that enabled us to handle the growing complexity of workflows. We approached Ricoh, already our partner with regard to printing, and with whom we had established a relationship of trust".

The priorities of the new approach included:

- Creation of a central repository
- Simplification of document search

- Implementation of a complete, flexible solution
- Optimisation of printing volumes
- Possibility of interfacing the solution with Ricoh multifunction machines for the acquisition of paper documents.

## SOLUTION

Mitutoyo Italiana chose the Ricoh DocuWare platform to develop a digital process for managing purchase orders.

"Ricoch helped us implement a fully automated approval flow. From a user's point of view, it's all very simple: in practice, all colleagues need to do is fill in an online form available on our intranet. This document is directly linked to DocuWare, so once the information has been entered, the approval process is launched automatically".



## BENEFITS

As the manager remarks: “We started by using digitalisation to handle purchase orders, but now we’ve developed a taste for it and we’ll soon be expanding the project to include other types of documents, such as delivery notes and invoices.

DocuWare offers many benefits, which we wish to roll out for the entire company. The Ricoh professionals worked alongside us at all stages of the project, and also supported us in our training activities, which simplified and speeded up the adoption of the solution”.

By working in synergy with Ricoh, Mitutoyo Italiana has introduced significant innovations in working methods, and has been able to secure benefits including:

- More efficient workflows
- Access to information in real time
- Integration of documents and workflows
- Flexibility in process management, including the possibility of achieving fully autonomous personalisation
- Reduced workload for the IT department, since the solution is cloud-based, and all tasks are handled by Ricoh

Francesco Rossi adds that: “Our European parent company also uses DocuWare. Effectively, it can be thought of as managing documents in an integrated way, without having to adopt additional platforms and interfaces. We want to speed up the move towards digital transformation, and Ricoh is the ideal partner with whom to embark on this journey”.



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*FRANCESCO ROSSI,  
ERP & LOGISTIC MANAGER  
MITUTOYO ITALIANA*



## ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services, thus enabling individuals to work smarter. With cultivated knowledge and organisational capabilities nurtured over its 85 years' history, Ricoh is a leading provider of document management solutions, IT services, communications services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).

For further information, please visit [www.ricoh-europe.com](http://www.ricoh-europe.com)