



atWork Office Interiors automates invoice processes for more streamlined operations

The Objective

atWork Office Interiors, a family-owned furniture dealer in Ontario, manages a high volume of business transactions. With approximately 300 suppliers, the company receives around 300 invoices each month, each requiring a structured approval process. To enhance efficiency and simplify workflow management, atWork Office Interiors sought a solution that was both cost-effective and user-friendly. They implemented the Ricoh Smart Document Processing Solution (SDPS) at their Cambridge location to streamline this process.

The primary objective was to implement an automated, cloud-based solution that could capture invoice information and streamline the approval workflow. This solution needed to expedite invoice processing, ensuring a quick turnaround and enhancing overall operational efficiency.

The Challenge

- Delayed payments, affecting efficiency.
- Lengthy invoice processing cycle with approximately 300 documents monthly in various formats, each requiring specific approval workflows.
- Managing high-volume invoice processing manually, with over 300 suppliers and multiple data fields to capture per document.

"All invoices are now at our fingertips. Summarized data makes it easy to review, helping ensure we pay invoices accurately and avoid duplicates. The cost of the Ricoh solution was by far the lowest out of the 5+ options we investigated."

Mack Baker, CPA, CA

The Solution

- Smart data capture from both physical and electronic invoices, with intelligent routing and automated file naming.
- Streamlined approval process featuring automated workflows, email notifications, and one-click approvals, making decision-making faster and easier.
- Secure storage of invoice records and an intuitive system for quick retrieval when needed.

Being in the same industry, we understood the challenges atWork Office Interiors faced in managing a high volume of suppliers while ensuring timely payments across a complex mix of invoice formats and approval workflows. We related to the issues they were experiencing and demonstrated how well Ricoh's SDPS worked for our operations. **Kyle Chapman, an Account Manager at Office Interiors**, and **Ron Taylor, our VP of Operations**, led the effort, ensuring that the solution addressed their specific needs.

Even though atWork Office Interiors primarily operates out of another province, the process was seamless thanks to the combined efforts of both our team and Ricoh's. We conducted virtual calls, delivering demos that highlighted the platform's capabilities. Both teams remained readily available throughout the entire process, offering support and ensuring atWork Office Interiors was smoothly onboarded with Ricoh's SDPS without any disruptions to their operations.



The Results

By implementing Ricoh SDPS at their Cambridge location, atWork Office Interiors saw immediate improvements in their invoice processing workflow.

- With automated workflows, invoices move through approval stages seamlessly, reducing delays and improving overall efficiency.
- All invoices are now instantly available in a digital system, eliminating the need for manual filing and making document retrieval effortless.
- Summarized data makes it easier to review invoices, ensuring accuracy, preventing duplicate payments, and minimizing errors.
- The reduction in manual administrative tasks has allowed the atWork Office Interiors team to reallocate time toward more strategic, value-added activities.

The solution was not only cost-effective but also quick to implement, with seamless adoption by the atWork Office Interiors team. With ongoing plans to integrate SDPS with their Accounts Payable (AP) software, the company is well-positioned for even greater efficiency and scalability in the future.

About atWork Office Interiors

atWork Office Interiors, established in 1983, is a family-operated business known for providing high-quality office furniture solutions across Canada. They offer a full range of services, from space planning to modern furniture, helping businesses create functional and stylish workspaces. With a focus on customer satisfaction and active office environments, atWork Office Interiors continues to be a trusted name in the industry.

