

Turning documents into *actionable intelligence*

How AI and automation can save you
15 hours per week in admin



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From documents to actionable *intelligence*

Across every business function, work revolves around documents and information.

However, Ricoh research demonstrates that document-heavy admin is draining workplace productivity. Employees report spending around 15 hours a week - nearly two full working days - on administrative tasks such as document management and manual processes like timesheets.

The impact goes beyond lost time: 80% of decision makers have seen someone make, or nearly make, a serious mistake because of outdated or incorrect information, and over three quarters report data or compliance risks related to mismanaged or missing documents.

While document management has historically focused on simply organising documents, the latest AI-powered solutions present new opportunities to reduce the admin burden, mitigating risk and helping to drive innovation and productivity.



UK businesses are under more pressure than ever to do more with less, and the organisations thriving today are the ones embracing smarter, streamlined ways of working. When teams are freed from repetitive, manual tasks, they gain the space to focus on the creativity, problem-solving and customer relationships that power real productivity.



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Legacy process and data *challenges*

For many organisations, document management remains a major source of inefficiency. Despite the introduction of document management systems, automation tools and a general move away from paper, many processes are still manual, fragmented and slow. Legacy ways of working continue to undermine productivity and compliance, as employees spend time on repetitive administrative tasks, while critical information remains difficult to find, use or govern effectively.

At the heart of these document management challenges lies a problem: most documents contain unstructured data. Take PDFs, emails, or handwritten scanned documents, for instance. Each holds valuable information, but their inconsistent formats make them difficult for technology to capture, process and analyse.

Unlike structured data, which follows a fixed format (like fields in a database), unstructured data has no predefined structure, making it much harder to store, organise and interpret.

As a result, huge volumes of information remain locked away.

Did you know?



of organisations still rely on manual or paper-based processes.*

*According to Ricoh Research 2025



of decision makers have seen someone make, or nearly make, a serious mistake because of outdated or incorrect information.*

*According to Ricoh Research 2025



of decision makers are aware of their organisation experiencing or narrowly avoiding a data or compliance breach due to missing, incorrect or mismanaged documents, in the past five years.*

*According to Ricoh Research 2025

The impact of outdated systems and processes include:

● Low productivity

Manual handling of documents absorbs significant time, resources and costs. Employees spend hours performing repetitive data entry, which is prone to errors, rather than work that adds value.

● Governance and compliance risk

Documents stored across multiple physical and digital systems are harder to govern, secure and retrieve. This fragmentation increases privacy, legal and regulatory risks, exposing organisations to potential fines and reputational damage. It also adds to the cost of maintaining duplicate storage environments across physical and digital systems.

● Lack of strategic insight

Limited visibility into document content and information means valuable insights remain hidden and organisations miss the opportunity to identify trends and patterns, learn lessons and optimise operational workflows for better performance.



of decision makers agree the introduction of new tools and systems have simplified workflows and reduced admin burdens.*

*According to Ricoh 2025 Research

Reimagining *document management* with AI and automation

Artificial intelligence (AI) and advanced automation technologies are redefining document and information management. Organisations today can now manage the full document lifecycle more intelligently, automatically capturing, extracting, routing and processing data.

● Automatic routing, capture and classification

Intelligent scanning and document capture technologies, powered by advanced Optical Character Recognition (OCR) and machine learning, automatically identify, capture and classify documents from any source whether digital, handwritten, or paper based. AI-based classification and routing ensure information reaches the right system or process instantly, with no manual handling.

● Automation and orchestration

Through Intelligent Document Processing (IDP), AI extracts structured data from unstructured content with precision. Natural language processing and contextual understanding enable accurate identification of key information, names, dates, amounts and more, directly from complex or variable document types.

● Automatic post-extraction processing and orchestration

Once data is extracted, automated workflows handle validation, approvals and system updates across Enterprise Resource Planning (ERM), Customer Relationship Management (CRM) and Human Resources platforms. Orchestration tools ensure every step, from capture to completion, is seamlessly connected, error-free and auditable.

Enabling Technologies



Scanning and input hardware

Modern scanners and multifunction devices efficiently digitise paper documents with intelligent pre-processing and image enhancement for accurate capture and extraction.



Intelligent Document Processing (IDP)

Automates data extraction, validation and integration with business systems.



Agentic AI

Autonomously executes workflows, makes contextual decisions and continuously optimises processes, freeing employees to focus on value-added work.

By connecting every step, from capture and storage to workflow and analysis, organisations can **eliminate manual work, strengthen governance and boost agility**, turning documents into a source of strategic value.

Eliminate manual work with AI-powered *document capture*

Ultimately, the aim is to transform any document into usable, structured data – at scale – while retaining the context of the source. Key questions for intelligent capture include:

- Can your solution go beyond standard OCR and handle complex, unstructured documents such as CVs, contracts and handwritten notes?
- Are all documents identified and routed correctly and securely, with automatic classification and validation of extracted data?

AI-based IDP solutions will remove layers of administrative tasks while elevating information quality throughout your organisation. They can extract data from unstructured documents and organise and process content from invoices, delivery notes, order forms, patient records and more.

The latest scanning devices can integrate with IDP solutions to extract data and instantly populate systems. In the hospitality space, for example, modern scanners can rapidly capture data from ID documents to reduce reception check-in times. Similarly, public sector bodies can use integrated scanning and IDP workflows to digitise official records at high speed and scale, improving access to information.



Enhance security and compliance with robust *governance*

Following AI-powered intelligent capture, the next step is to ensure that document data is secure, well-governed and easily accessible. Robust governance and lifecycle control are essential to maintain compliance, provide consistent access and create a foundation for automation and analytics tools to work effectively.



Centralised repository

Eliminating unmanaged corporate sprawl and unifying to one location, with rich metadata, helps to cut costs, improve security and enable fast search and analysis of a single source of the truth.



System integrations

Securely integrates core business systems to reduce information silos, enable compliant data exchange and ensure consistent governance and traceability across the organisation. For example, allowing AI agents to validate invoices, trigger approvals and update records automatically.



Secure tracking

Automated retention policies, version controls and audit trails help to protect document integrity and reduce the risk of regulatory breaches.

With a unified datastore and intelligent capture tools, what will intelligent document management look like?

Boost agility and knowledge with end-to-end, intelligent *document automation*

With a strong technology foundation and accessible, well-governed data, organisations can move beyond basic workflows to unlock advanced automation and deeper insights. In a recent survey, 61%¹ of decision-makers agreed that the value of newly implemented AI and automation tools in their organisation is clear.

Wherever possible, formerly manual tasks can be automated and AI-powered intelligent capture enables analysis and context-driven decision-making.

- **Document data can trigger workflows** in ERP, HR, CRM systems and more. For example, if a new hire signs a contract, the solution will create an employee record.
- **Process automation and orchestration can drive accelerated workflows.** For example, an approved procurement order, will be routed along with extracted data to finance.
- **Reading and analysing unstructured data enables context-driven efficiency.** Instead of relying on manual review, intelligent processing identifies important details automatically, ensuring information is captured correctly and routed to the right place.

By combining intelligent capture, workflow automation and orchestration, organisations not only streamline operations but also turn documents into a strategic source of insight and efficiency.

¹ Source: According to Ricoh 2025 Research



Intelligent document *workflows* in action

Intelligent document management can deliver huge efficiency gains for organisations across industries. But where in your operations can the new models offer transformative value? Here are some key applications:



Finance & Accounting

AI-powered document management solutions can automatically capture, verify and match any data you need, from invoices and purchase orders (2-way matching) to shipping documents (3-way matching). Validated information is then transferred into ERP and finance systems, lifting the burden from accounts payable teams.



HR

When it comes to employee management, intelligent document management can securely process and store contracts, policy documents and consent forms, pulling data into HR and payroll systems and automatically creating employee profiles. Intelligent automation can also initiate the onboarding journey for a new employee, for instance, notifying IT and facilities teams to set up user accounts, equipment and workspace.



Logistics

As customer orders arrive, IDP can extract quantities, schedules and shipping addresses from PDFs, emails, and handwritten notes, then transfer data into transportation management systems to launch the fulfilment process. With all orders stored in a single archive, it becomes easier to run analytics and uncover insights into buying patterns that help to guide decision-making and operational planning.

Empower your business with *Apogee*

While there are many components to a document management solution, gaining access to the benefits relies on the vision for the overarching business. Experts with direct experience will guide you to the best possible solution:



Explore & decide

Engaging with consultants will provide deep expertise to review options, make informed decisions and configure the solution that best fits your organisation.



Execute & integrate

Deploying an integrated document management solution will involve multiple business units, from finance to goods inwards. Expert partners will fill the skills gap and handle the peak workload during migration.



Optimise & evolve

The new insights generated by an intelligent document management solution may prompt process efficiencies and accelerated workflows and potentially generate new customer offerings. Ongoing training and support help you capitalise on opportunities and gain continuous benefits.

Ready to take the first step?

Connect with an Apogee consultant today and start transforming your organisation with smart document management.

Apogee brings the expertise to manage documents and information end-to-end. By combining advanced AI-powered technologies with intelligent automation and orchestration, Apogee enables organisations to truly transform how information is captured, managed and used across their processes — driving greater efficiency, accuracy and insight.



Why Apogee?

Apogee is Europe's leading multi-brand provider of managed workplace services.

No two businesses operate identically - which is why, when enabling businesses to embrace the future of work, we are ready to offer a range of services to suit your unique needs.

Whether your requirement is for Managed Services, Outsourced Services, or Digital Workplace Solutions, we combine the personal attentiveness of an independent provider with the resource of a large enterprise.

With 30 years of industry experience, Apogee have a long track record of helping organisations of all sizes and sectors - streamlining their IT needs through one convenient point of contact, all backed up by industry-leading service excellence. By handling your workplace tech on your behalf, our services enable your business to maximise its output; while also encouraging your employees to work smarter, safer, and more sustainably.

With 24+ locations across the UK, over 200 engineers in the field daily, and a 92% customer satisfaction rate; our multi-brand offering enables us to provide access to the latest innovations across competing brands in the sector, to find the perfect solution for your organisation

For further information, please visit www.apogeecorp.com

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