



Faster and more efficient  
with the Therefore  
platform

**Canon Italia**

Case Study



**Canon**

# Managing files using Therefore, means being able to handle different types of document more simply

## Situation

Traditionally, in Canon Italia, the process regarding the compilation of purchase requests and supplier payments was done by way of different criteria depending on the business units. The “One Canon”, first, and the integration with Ocè, later, led us to seek a common method that would allow us to simplify the general process with a view to improving the service.

The procedures in place required the completion of various paper forms which had to be signed by as many budget managers. This system’s main problem lay in the personalisation of the operations in the sense that requests passed from user to user with inevitable disruptions in timescales when, for example, one of the signatory managers was absent.

Users appreciate the significantly reduced timescales for processing their files

The mass of paper documents was enormous as well as unstructured and different from department to department.

## Development

In order to overcome these problems, a web-based tool was created, known simply as “One Payment Tool” so as to emphasise the unitary nature of the new system. The fundamental aspect was the integration of this tool with the Therefore platform, chosen for its multiple management capabilities and its flexibility.

With this tool, each purchase request is made by completing an online form to which the documentation relating to the purchase request can be attached (offers, contracts etc.)

The purchase request is automatically handled by ThereFore, in its Business version. By using the Therefore workflow, it was possible to replicate the complete and accurate management of the process of hierarchical approval and payment requests.



## Proposed Solution

The operations are regulated so as to allow the process to be seen only by approvers and not by general users who may, however, at any time check the status of their request via the “One Payment Tool” portal, where Therefore replicates the transactions in complete security.

The Therefore workflow notifies the applicant’s hierarchical manager of the request via e-mail. The manager is able, via a simple link, to access the documents contained in Therefore, so as to view their content and approve or reject the request.

A personalised WEB interface has also been created which allows for a number of requests to be managed simultaneously.

## Benefits

Introducing ThereFore into the company via the “One Payment Tool” has brought multiple benefits. Users appreciate the significantly reduced timescales for processing their files and the ability to manage available funds autonomously without the need to have to forward requests to colleagues in administration. As it is web-based, the new system allows for access even remotely, thus simplifying the overall process even further.



**Enza Iovinella, Business Controlling Team Leader of Canon Italia**, is enthusiastic about all the benefits that the integration of Therefore has brought to OPT. Enza maintains **“Thanks to the flexibility of the Therefore platform, we can now manage electronically and automatically the costs approval process for every single department of Canon Italia”**

Therefore is in fact resolving two of the biggest issues that have plagued administrative processes related to supplier payments, speed and efficiency. The timescales for managing the 35,000 administrative files per year of various natures have been reduced from an average of 30 days to 5.

Enza adds further “A fundamental issue that Therefore has contributed to resolving relates to the effective resolution of requests. Before, every time a user requested information on the status of a request, we needed time to look into why the file had not been completed correctly.

With Therefore, not only is everything easily traceable but thanks to the interface, there is a personal link, in that the request can be handled by any person in the team”.

**Managing files using Therefore means being able to handle different types of documents more simply, maintaining a trace, sharing them, intercepting delays and dealing with them, responding to information requests in quick time.**

While the improvement in operations by users is significant, the Business Operation area has benefited enormously since it is able to provide a much more accurate and faster service.

Thanks to the flexibility of the Therefore platform Enza’s team is already thinking about all the improvements that can still be implemented for the company.

“Thanks to the flexibility of the Therefore platform, I can manage electronically and automatically the costs approval process for every single department of Canon Italia”

Enza Iovinella, Business Controlling Team Leader



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Enza Iovinella, Business Controlling Team Leader



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