Overview

Canon Russia is part of Canon Europe and is responsible for business in the entire territory of the Russian Federation. Headquartered in Moscow, there are two more offices in St. Petersburg and Novosibirsk. Over 200 people produce and receive a lot of documents on a daily basis.

Every day, the company receives a large number of documents: official letters, notices, bills and other paper documents. The company produces the same amount of paper documents during communication with contractors: newsletters, financial records, contracts, etc.

Any company faces the need to control the flow of incoming and outgoing documents. Mistakes made during the formation and delivery of documents is a scourge of large companies. Now, all paper document processing at Canon Russia is controlled by the Therefore™ electronic archive and high performance Canon scanners.

Situation

Prior to the introduction of the Therefore™ electronic archive, the company did not have effective mechanisms for monitoring and control of incoming and outgoing correspondence. The situation where a company has no central repository of emails and it is impossible to ascertain the employee responsible for a particular document is well known in any company.

The company’s management appreciated the risks of deferring the critical dates of responses to official inquiries, as documents are stored locally by each of the employees. There was dissatisfaction with the situation, when outgoing correspondence was to be signed in several departments, often duplicated and stored in different places.

Such a situation could lead to legal, financial problems and damage reputation in the future. Therefore, it was decided to automate the process of creating and signing outgoing documents. For incoming documents, it was necessary to develop processes for transferring letters in electronic form to the employee and monitoring deadlines.
“In a short time, we were able to structure the work of our company with correspondence thanks to the Therefore™ tools. Up to this point, we had considered other systems that could only register and archive documents, but the Therefore™ system opened up more opportunities to us, such as creating documents from templates, updating documents while preserving their history, and quick creation of workflows for different types of documents. Of course, before launching the new system, I was a little concerned – how would people react to it? But, as you know, any changes and implementations are always subject to harsh criticism, so when creating the process, it was important for us that life became easier for the user. And as it turned out, it was possible. Just two clicks and the document is ready. The user just needs to create a document and save it in the system, and the workflow will carry on without him: the signer confirms or rejects the document, the reception staff member registers it and brings you your finished document.”

Lyudmila Kirillova, Head of the Administrative-Supply Department

Project
Therefore™ software platform was deployed in the company at the initiative of the legal department. During the first phase of deployment, problems were resolved in the transition to a paperless system of contract approval and organization of an electronic contract archive. Taking previous experience into consideration, the project was developed in the shortest possible time.

To start with, an audit of processes and procedures associated with incoming and outgoing correspondence were required. The result was a description of the work processes, the distribution of areas of responsibility, and archive parameters. Then document templates were created in Word format and workflows in the Therefore™ designer system.

Direct testing and implementation was carried out by members of the administrative-supply department, which is now responsible for operation of the electronic “post office”. Lyudmila Kirillova, the head of the department assesses the work done as follows: “In a short time, we were able to structure the work of our company with correspondence thanks to the Therefore™ tools.”

Result
After introduction of the electronic post office, employees no longer have to search for the templates required. The organizational structure of document templates allows use of the latest version of the document and requires filling out the fields required. Depending on the type, document is approved and signed both electronically and in paper form.

All incoming documents are first scanned, and then archived and transferred to the responsible employees in electronic form. There is no longer the question as to who exactly received this or that document, because the process is clear and transparent. Documents are not lost, and response time requirements are met.

Now you can refer to the archive of all documents ever received or issued by the company at any time, due to the simplicity of the Therefore™ search tools. At any time, you can find out in precisely which folder a paper copy of the document is stored. As a result, the company has significantly improved the efficiency and security of its document processing.