

TOSHIBA

Creating digital workspaces that work

Getting to grips with
five smart ways to
streamline operations
and enhance productivity.



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Making work, work

“Every company is now a technology company.” It’s a commonly used phrase and, in recent years, digital transformation has become one of the most talked-about topics among businesses large and small. Rightly so. Thriving and surviving in today’s digital economy increasingly depends on accelerating the adoption of cutting-edge technologies that unleash increased productivity, efficiency and competitiveness.

With the right digital technologies you can streamline operations, automate workflows, enhance efficiency, deliver a better customer experience and reduce your organisation’s environmental impact. But that’s not all. Additional benefits - like improved operational flexibility, the adoption of modern business practices, better customer satisfaction and improved employee engagement – are also up for grabs.

But most organisations aren’t in fact tech companies. Universities and colleges are first and foremost centres of learning and research, while the core mission of hospitals is to care for people. Similarly, retailers sell things, while manufacturers and logistics firms create products and distribute them.

Lecture theatres, hospital wards, retail outlets, corporate offices, production shop floors and warehouses. Every workplace is different. But all are united in the pursuit of a set of common goals – doing what they do better.

Technology can help.

Knowing where to start with digital transformation can be overwhelming for many. But while the technology may be very sophisticated, deploying, using and managing it shouldn’t be – and doesn’t have to be – complex. By taking a step-by-step approach to tackling identified issues, organisations will solve everyday business problems. At the same time, they’ll be embedding more adaptable and efficient work environments that are truly fit for the future. And this is where Toshiba can help.

This guide cuts through the hype to offer a pragmatic approach to making the digital workplace a workable reality, today.

An achievable vision of the future

The realities of today's digital first economy means that all organisations – regardless of size or sector – are having to digitally upgrade how their business works. That means initiating smarter ways to connect people, processes and workflows to maximise productivity, save time, cut costs, improve resource allocation, create opportunities for growth and more.

For a moment, let's envision what the workplace of tomorrow could look like.



Seamless collaboration and communications

Imagine a workplace where everyone is digitally connected and can communicate with ease. With just a few clicks or taps, people can reach out to colleagues, co-work on documents simultaneously, and collaborate in real-time. No matter where they're located.

Digitised processes

Digitising core processes – like how you print, manage and secure documents - is a critical first step for enhancing operational efficiency. Now you can initiate faster and more joined up ways to store and move information around your business and eliminate the time-consuming, error-prone manual processes that get in the way of productivity.

Streamlined operations

From inventory control to asset tracking and ticketing, barcodes offer a simplified and cost effective way to digitalise workflows and improve efficiencies. Whether that's providing real-time information about product availability in the warehouse, or improving patient safety and managing medical supplies, barcodes make it possible to boost productivity and optimise operations in a variety of settings. Are they new? No. Can they be used more widely and more effectively? Yes.



Automated workflows

Being able to digitally capture information opens the door to initiating automated workflows that route documents to the right people instantly, tracking the progress of every action along the way. There's no need for human intervention because everyone receives notifications, alerts and prompts direct to their inbox.

Supporting the future-ready workplace

A robust IT and communications infrastructure is the key to ensuring your organisation stays connected and productive, and digital initiatives deliver on their promise. A managed IT support service not only ensures your business-critical systems are supervised and maintained by experienced professionals 24x7. It also helps your digital leaders implement the right tools, strategies and processes needed to digitally transform. All of which releases your IT people to focus on thinking about and planning for what's next.

Let's take a more detailed look at these five digital transformation best practices.



Seamless collaboration

In a digitally connected workplace, employees no longer have to rely on face-to-face interactions. Which is good because many of us work remotely and from home. Instead, teams can effortlessly communicate with customers, colleagues and business partners wherever they are.

Technology plays a pivotal role in creating connected workplaces that empower employees to work smarter. For many organisations that means going beyond implementing solutions such as Office 365 or G-Suite and initiating powerful document management and workflow automation solutions that streamline processes and make it easier for teams to work productively. Or enabling cloud-powered print capabilities that simplify how users share and output documents – no matter where they are working.

Suddenly, all it takes is just one click to assign and monitor tasks, share files and get instant feedback. Which means your organisation can say goodbye to long email threads and missed deadlines. Plus, with instant access to information, tools and resources, teams are able to work faster, more efficiently and in concert. But that's not all.



A truly connected digital workplace also simplifies remote access to applications and data. Something that's important for organisations with dispersed workforces or operations. And even more important for the growing number of organisations that need to ensure people work effectively and productively from home.

According to the CIPD, [83% of UK organisations](#) have adopted hybrid working models that offer employees more flexible working arrangements. Which means that taking advantage of unified communications and collaboration tools that deliver a best-in-class hybrid working experience is becoming pivotal for keeping workers engaged and working optimally.

3 tips on how to embed collaboration in your business

- With the right unified communications approach, organisations can create 'digital work hubs' where everyone can chat, manage tasks, brainstorm, share information and get their jobs done. That means no more switching between apps – and more time spent on meaningful work.
- Presence technology is a key driver for collaboration. Now employees can update their status and let colleagues know when they are available to answer and respond to queries.
- By adopting a mobile-first approach, it's possible to connect and collaborate from virtually anywhere – at home, on the road, on the shop floor, at their desk.

Embracing digitalisation

Today's innovative managed print services (MPS) make it possible to streamline and optimise the overall print environment. Whether that's making it easy for the distributed workforce to print securely from anywhere, and enabling mobile workers to print using their iOS or Android handheld devices. Or using smart software to keep control of what is being printed – where and by whom – to better manage costs, understand print trends, and make users – and departments accountable for their print usage. All of which can help elevate how companies can utilise their printer assets and reduce their environmental impact.



With more and more employees working remotely, today's MPS solutions also feature powerful cloud print management tools that are capable of bridging the digital working divide. These solutions utilise the latest technology and security standards to ensure that information, applications and automated workflows are available and convenient to access by mobile device users everywhere. And that data protection and network security is assured thanks to comprehensive inbuilt access, device and document security controls.

Designed with the needs of today's business world in mind, these solutions also provide ultimate flexibility when it comes to how employees print, share and store information. For example, providing direct access to popular cloud services like Google Drive, Google Workspace, SharePoint, Exchange Online and more.

And when it comes to enabling digital transformation, MPS also provides multifunction devices that make it possible to capture, digitise, save, share and output documents. Capabilities that are key for facilitating smart, efficient, sustainable and automated digital workflows that make it easier for employees to engage, collaborate and be more productive.

3 tips for getting print management right in your business

- Focus on understanding who is printing what, where and why. This will enable you to deploy a future-proofed solution that keeps pace with evolving needs and priorities.
- Take advantage of highly scalable print management software that enhances security through user authentication, secured mobile printing and streamlined digital processes.
- Advance your hybrid work strategy with MPS options that optimise how users can print from anywhere to anywhere.

NASUWT reduces paper usage by 70%

The National Association of Schoolmasters Union of Women Teachers (NASUWT) wanted to reduce printing across the business, switch from printing in colour where feasible, and improve overall visibility of its print usage using real-time live dashboards that would support better management decision making.

In addition to using scan to case file functionality, Toshiba's detailed assessment of the organisation's print management software data identified additional opportunities to downsize the existing print estate and generate savings of around £75K a year.

Today, NASUWT is making use of powerful business intelligence (BI) software that delivers full visibility of all print, scan and copy activities at every location across the UK, together with detailed and accurate environmental impact data.

The new installation has both future-proofed print across the organisation and given management the tools they need to control costs and change internal processes.

NASUWT
The Teachers' Union

Boosting operational efficiency

Organisations are on a mission to find fast and effective solutions that simplify data collection and boost workplace efficiency in a straightforward way.

Today's barcode and RFID printing solutions are being used by organisations operating in a variety of sectors to accomplish a host of everyday tasks. Easy to create and print, and intuitive to use, barcodes can be added to almost any type of business process to reduce errors, capture data, and ensure that day-to-day operations run more smoothly and efficiently. Plus, users get immediate feedback so they can complete specific tasks fast. All it just takes is just one scan to know whether an item is in stock, to do a quick audit, or instantly track an asset.

When they deploy barcode technology, organisations are able to eliminate error prone processes and streamline and automate a huge variety of different tasks. Everything from mobile Point of Sale and promotional labelling in retail environments, through product tracking and management in logistics, to accurate product and pallet labelling to support accurate stock control in manufacturing. Ultimately, it's all about keeping products and workplaces moving.



3 tips for selecting the right barcode printer for each and every use case

- Mobile printers are ideally suited to users who need to stay productive while on the move. Whether that's mobile POS in a retail outlet, printing tickets for visitors or travellers, undertaking meter readings, issuing fines or handling shipping labels and parcel tracking at depots.
- Desktop printers deliver professional labels fast for users based in laboratories, offices and warehouses where operational efficiency depends on having the ability to print labels on-demand at the touch of a button.
- For high volume and demanding applications, industrial printers can handle the rapid production of everything from parts, product and carton labels through to pallet and container labelling.



South East Water optimises lab testing procedures

South East Water needs to label water samples for its testing laboratory with durable and easy to read barcode labels that contain very precise information on the origin of each sample and the exact tests that need to be performed.

Unreliability issues with its existing barcode printers meant South East Water turned to Toshiba to help recommend the appropriate hardware and label materials for this very demanding use case. A key requirement was that printers needed to be able to operate in Z-Mode so that the lab could configure machines using the inbuilt Basic Command Interpreter (BCI) to mirror the existing printers' programme language.

Toshiba provided compact desktop printers that are ideal for lab environments where space is at a premium. Capable of printing 550 labels daily and 1600 once a week for the sampling team, the solution features robust synthetic labels and readable labels with every print.

Today South East Water is able to track and trace samples throughout the process with barcode labels that can endure the harsh requirements of outdoor sample sites. Plus, the entire solution integrates with the labs Information Management System – eliminating any need for expensive software changes.

south east water

Extending digital with on-the-job automation

The decision to eliminate manual processes represents a hugely important step towards business process automation . And it all begins with being able to digitally capture information - so that processes can be automated and new smarter ways of working initiated.

The good news is that today's innovative document management technologies make it easy to import digital files such as PDFs direct from email or digitally scan and convert physical documents into computer processible files . What's more, these systems can handle any kind of unstructured data – documents, pictures and even social media files.

Once digitised, these documents are instantly retrievable, always available, easy to manage and the data they contain can be analysed. Which means you can now build and initiate automated processes and workflows, routing documents to the right people instantly. When someone is sick or goes on leave, workflows can be instantly transferred and picked up by others.



Teams can now create digital flows for everything from expenses and invoice approvals to employee onboarding and customer contracts. Plus there's no need to manually update key organisational systems of record like HR or ERP systems as your critical transactions and actions are instantly captured and recorded.

With digital document management and workflow tools in play, organisations achieve significant efficiency gains. These include on average a 75% reduction in process cycle times, a 30% reduction in document processing errors and a 40% reduction in document related costs resulting from the elimination of paper-based processes.

3 tips on how to embed process automation in your business

- Evaluate which business areas will most benefit from automation – these might be billing, accounts payable or CRM – and where big efficiency gains will generate true value-add wins.
- Repetitive manual tasks are prime candidates for automation. Starting with simpler problems and working up to increasingly complex challenges will help build your competency and confidence when tackling process automation projects.
- Having prioritised a key process to automate, consider upstream, downstream and adjacent business processes that will amplify transformational opportunities across the organisation.



Hercules Site Services automates finance processes and cuts admin time by 75%

A busy construction company that deals with around 1000 invoices a month, Hercules Site Services wanted to eliminate the manual keying of invoice data into its business systems. By digitising documents it would be able to automate finance processes and reduce month-end timeframes.

Implementing Toshiba's DocuWare platform has revolutionised the Accounts Payable function at Hercules. Weekly invoice data entry is now completed in half a day – rather than two days – and the invoice approval process has been reduced from two weeks to a maximum of three days.

In addition to these productivity gains, the company has reduced its paper usage by around 4,000 sheets a month – generating further cost savings. Plus, documents are now visible and fully auditable in the system at any point of time.



Supporting a future-ready workplace

A robust, stable and efficient IT infrastructure - featuring hardware, software, network and telco resources and services – will be mission critical for accelerating digital transformation initiatives.

Rather than letting infrastructure hold them back, many organisations are partnering with industry experts to ensure the cloud or on-premises solutions they deploy assure the continuity of service delivery to users.

By working with experienced IT providers, organisations have been able to evaluate their existing IT set ups. So they can tackle challenges like the impending BT digital switchover, as well as issues like cyber and data security, mobility and the delivery of user facing services. They're also turning to these providers to facilitate scalable on-demand services that make IT budgets go further.

They are also making use of trusted partners MSPs to take the pain away and undertaking day-to-day tasks like the 24/7 monitoring and management of critical IT systems and end-user support – everything from troubleshooting to password resets. A move that releases their IT teams to focus on more frontline and strategic priorities.



3 tips for selecting the right MSP partner

- Look for an IT partner with specific experience working in your sector, with the technical expertise and capabilities to provide tailored solutions and support to address specific needs.
- As organisations adopt new digital solutions, integration and interoperability become essential for seamless operations. Engage with experts that can provide the insights needed to make truly informed decisions.
- Ideally, engage with a partner prepared to work collaboratively with stakeholders across the business to identify new transformation opportunities and takes a hands on approach when it comes to implementing pilot projects.



Tailored IT support services for GFS

A leading multi-carrier parcel management company that provides ecommerce processes to over 1000 carrier firms, GFS needed to work with a specialist management services provider that could handle everything from onboarding new employees to providing help desk support to staff.

Today Toshiba takes care of a range of desktop support needs. This includes providing support for all user devices (laptops, desktops, tablets and printers) and dealing with software issues. It also manages the sourcing and provision of equipment as well as the updating, securing and configuring of devices, backup services and all things security related.

Working in partnership with Toshiba means that the IT team at GFS can focus on more high profile and strategic projects that are core to driving future business growth.



ENTERPRISE
CARRIER
MANAGEMENT

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All-in-one workplace support

Here at Toshiba, we believe that digital transformation isn't solely an IT project; it's an organisation-wide endeavour in which everyone – leaders, managers and employees – needs to be engaged.

Over the years, we've helped hundreds of customers in logistics, retail, care, hospitality, manufacturing, education, construction and more, embrace digital transformation at a pace that works best for them. For many that meant starting with one function in one department.

One thing's for sure, we don't believe that digital transformation is only for large enterprises with big budgets. And we know that there are lots of different ways for organisations to sink their teeth into digital initiatives. All of which breaks down silos, enhances productivity, boosts employee – and customer – engagement, and optimises resource utilisation. It's a win all round.

When it comes to digitally transforming your business we can:

- Help define your unique transformation goals and objectives, creating a roadmap for a smooth and effective transition to your new operational state.
- Perform a comprehensive needs assessment, using business process modelling to spot the gaps and identify where the problems lie. All of which helps ensure you adopt technologies that will be genuinely beneficial.
- Ensure you don't get distracted by technology fads and buzzwords. The solutions you choose need to have a relevant and measurable impact on your business. Our mantra is start small – and incrementally build out from there.
- Help your IT team become innovation creators, through the provision of managed IT support and services that keep your systems available and secure, and your users up and running.

TOSHIBA

If you're ready to start implementing the best practices that will kick-off your own successful digital transformation story, you can trust Toshiba to be with you every step of the way.

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