

BPM and Document workflows

▮ Solutions from Konica Minolta



ABOUT KONICA MINOLTA BUSINESS SOLUTIONS BULGARIA

- Established in 2004 as a part of the global Konica Minolta company network
- Business area:
Business Technologies
- Market leader in the office multifunctional devices and in the digital production printing systems
- 40 + highly qualified specialists
- Own warehouse in Bulgaria and national wide service network



ABOUT KONICA MINOLTA – BUSINESS TECHNOLOGIES PORTFOLIO

Office Solutions

- MFPs (multi-functional peripherals)
- Laser printers
- Peripheral devices
- **Software applications**
- Services



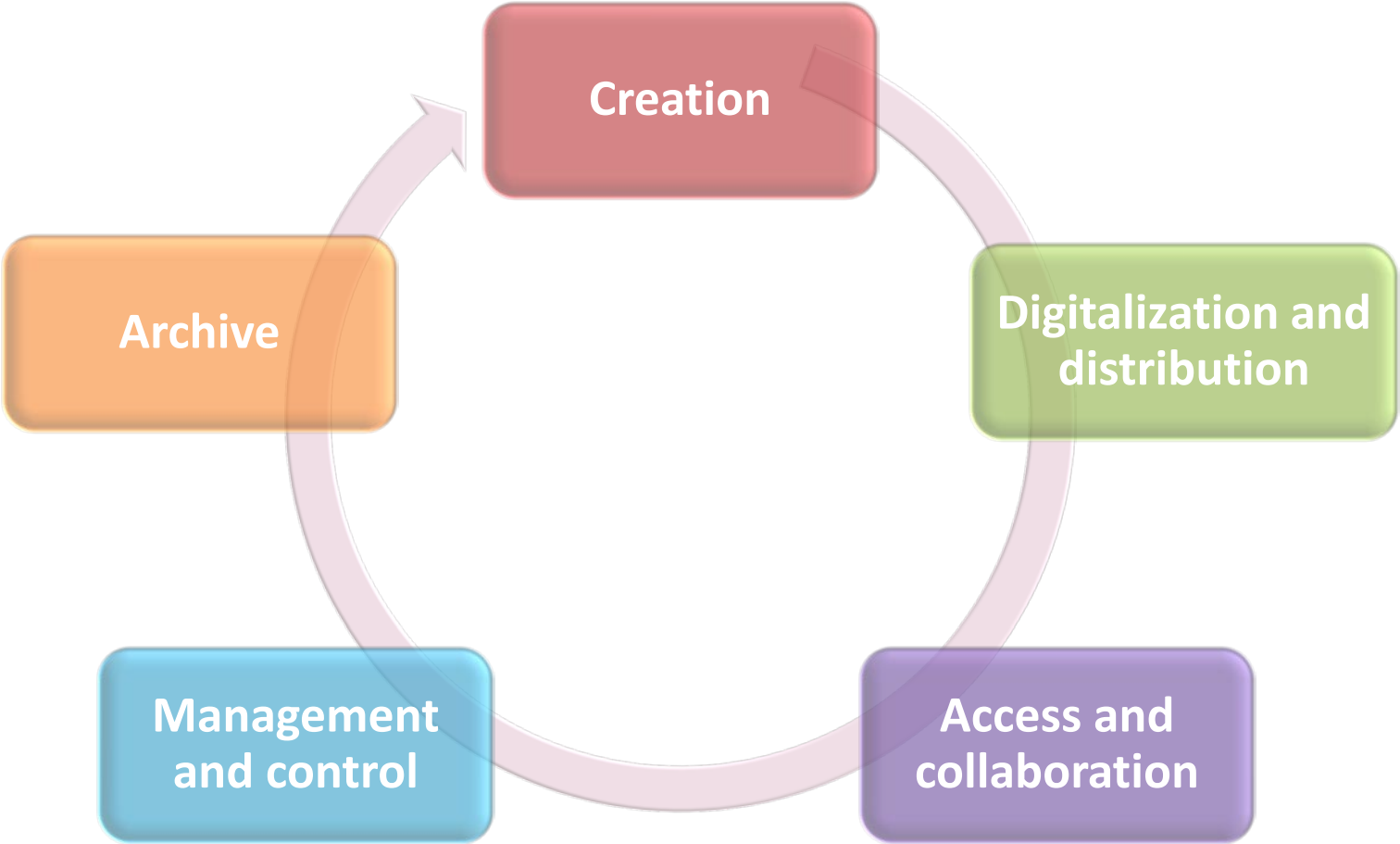
Production Printing Solutions

- Digital printing systems
- Digital color-proofing systems
- Software applications
- Services





BPM AND DOCUMENT WORKFLOW SOLUTIONS FROM KONICA MINOLTA



SCENARIOS OF HOW DOCUMENTS ARE SHARED

1. Scenario:

Email file collaboration



2. Scenario:

Manual print file sending



3. Scenario:

Hand-over hardcopy document to next person





DOCUMENT DISTRIBUTION SCENARIOS & SHARING

→ *EMPLOYEE PAIN POINTS*

Customer Pain Points

- Long period of document task completion
- A lot of reminders need to be sent to fulfill tasks on document
- Employees do not have clear overview on tasks
- Lost documents
- Lack of transparency of document status
- No version and change history





DOCUMENT DISTRIBUTION SCENARIOS & SHARING

→ ENTERPRISE PAIN POINTS

Enterprise Pain Points

- Low productivity
- Incoherent document process traceability
- Delayed business processes
- Lost documents
- Decreased employee motivation
- Low customer satisfaction
- Paper document accumulation



DOKONI CASE

✧ Process paper documents electronically



HIGHLIGHTS

- Document management application
- Main purpose - to index and transfer documents between users
- Supports pre-defined and ad-hoc process workflows
- Define access rights based on document type and indices
- Before completion of a defined task, the document cannot be transferred to another user





HIGHLIGHTS

- Document workflows are **driven by**:
 - Rights to view and edit documents
 - Rights to change the document status
 - Required attributes to be filled in
- Users get a **clear & quick overview** of documents tasks & status

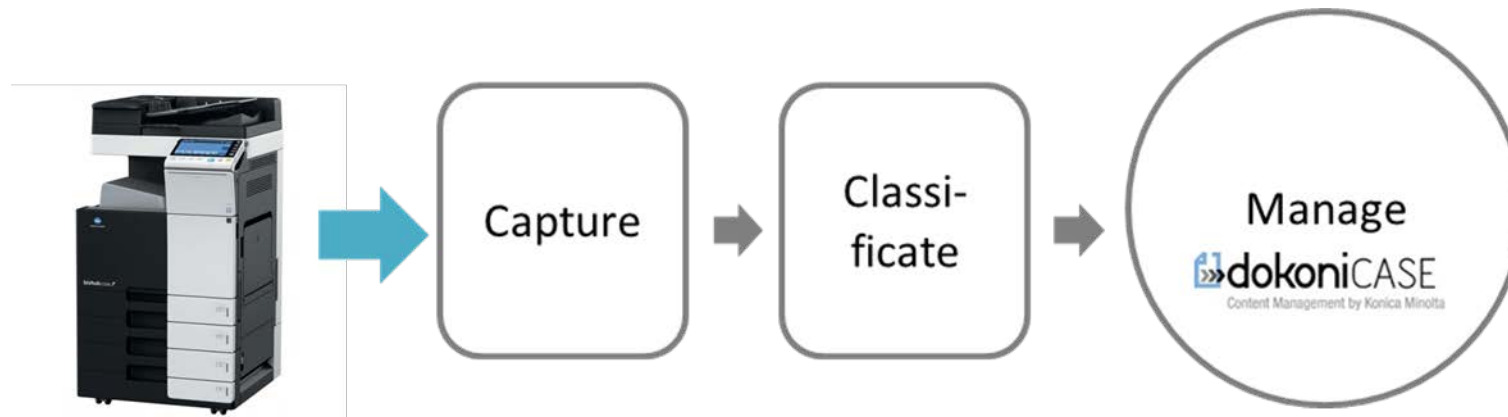




PROCESS PAPER DOCUMENTS ELECTRONICALLY



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→ RAISE EMPLOYEE PRODUCTIVITY & MOTIVATION → COMPLETE INTERNAL PROCESSES IN LESS TIME



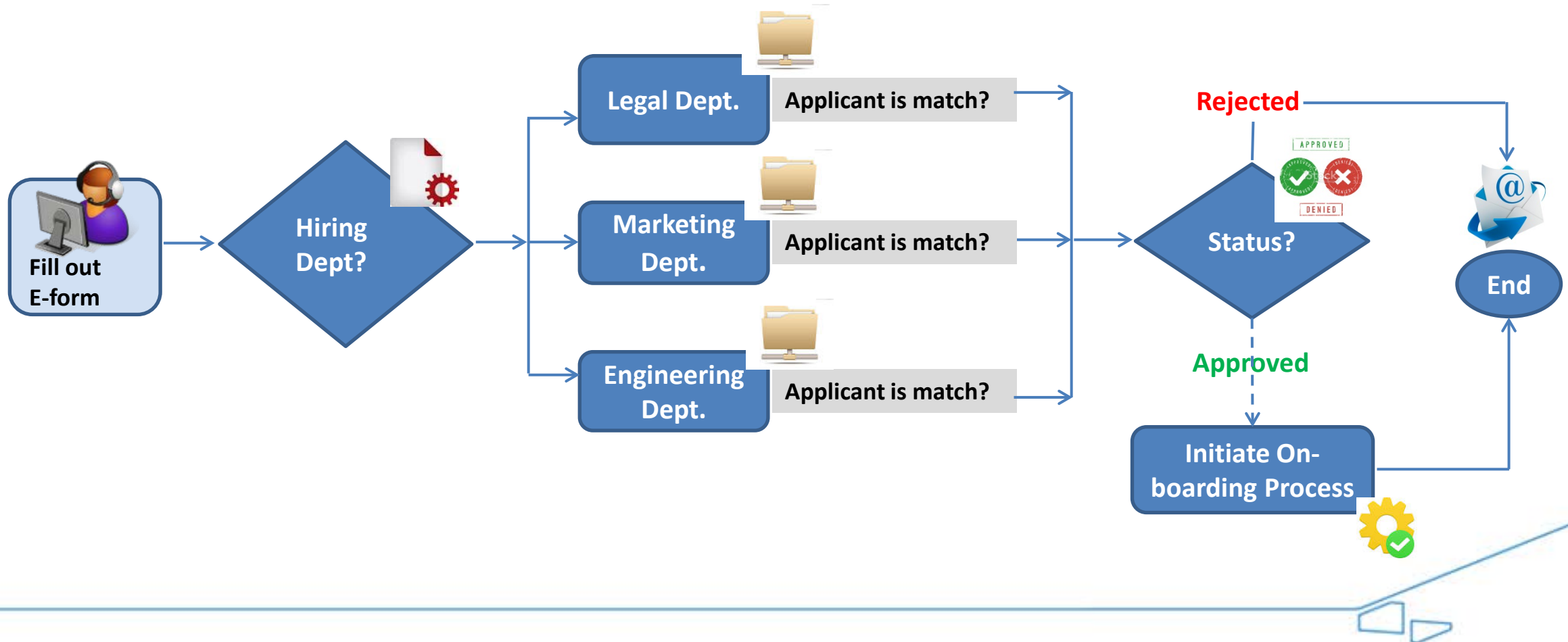
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- **One-click** buttons to process document or insert required data
- Documents processed in **fewer clicks** improve employee productivity & motivation
- Employees are interacting on **more tasks and processes**
- **Pre-defined workflow** ensure only document relevant steps are performed
- **Overall visibility** on assigned tasks



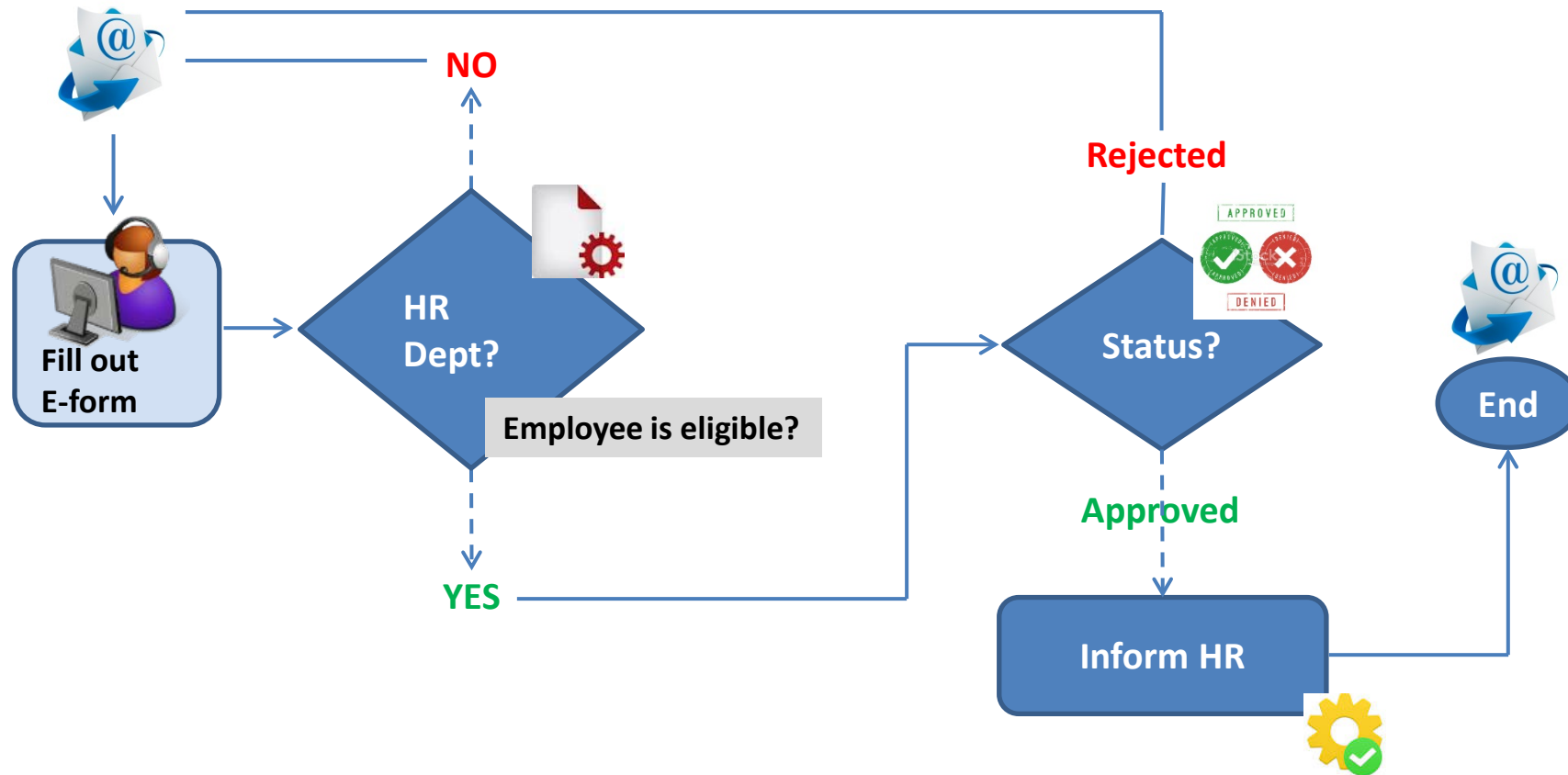
HOW A „WORKFLOW“ CAN LOOK

→ HUMAN RESOURCES WORKFLOW - HIRING



HOW A „WORKFLOW“ CAN LOOK

→ HUMAN RESOURCES WORKFLOW - LEAVES



SAMPLE SCREENSHOTS



Site Actions Browse Edit

Cancel

Paste

Cut

Copy

Copy card

Copy link

Load template

Save as template

Manage templates

Commit Clipboard Actions Templates

Inside this web:

Document cards

Cards Archive

Cards Tasks

Process history

All Internal Communication

Recycle Bin

All Site Content

Leave request

Status *

Processing

Owner *

Tihomir Utev ;

Incomming reference no. *

2014135

Start date

9/1/2014

End date

9/10/2014

Subject/Regarding

Days off request

Document sub-type

Leaves

Message

Please approve my days off request.

Notes or description

File name	Size	Action
Molba_Tihomir Utev_2014135.pdf	296 KB	Delete

File:

Browse...

Link to document:

Save changes

Close

Assign to new owner

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Giving Shape to Ideas

До: Коника Минолта Бизнес Солюшънс България ЕООД

На вниманието на: г-жа Елена Дречева – Владимирова

Управител

С копие до: г-н Драгомир Милушев

Мениджър Директни продажби

ЗЯЯВЛЕНИЕ ЗА ОТПУСК

№ 2014135/ 13.08.2014г.

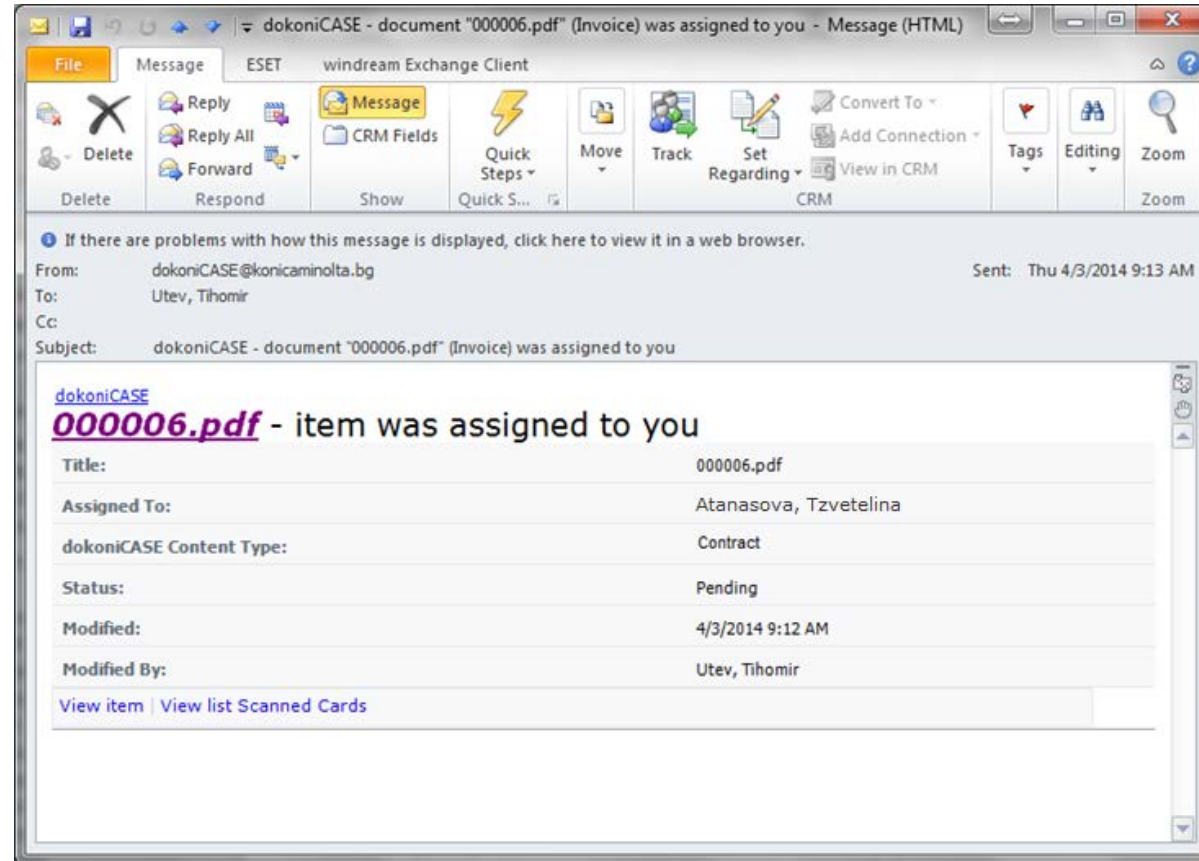
От: Тихомир Димитров Утев

На длъжност: Солюшънс консултант

В отдел: Директни продажби

Уважаема г-жо Дречева-Владимирова,

SAMPLE SCREENSHOTS



SAMPLE SCREENSHOTS



Site Actions ▾ Browse Edit

Atanasova, Tzvetelina ▾

Cancel Paste Cut Copy Copy card Copy link Load template Save as template Manage templates

Commit Clipboard Actions Templates

Inside this web:

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Leave request

Status * Checking ▾

Owner * Atanasova, Tzvetelina

Incomming reference no. * 2014135

Start date 9/1/2014

End date 9/10/2014

Subject/Regarding Days off request

Document sub-type Leaves ▾

Message Please approve my days off request.

Notes or description Checked by HR

File name	Size	Action
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Accept

Reject

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Milushev, Dragomir

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Approved by Direct Manager

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Archived ▾

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Owner * Tihomir Utev ;

Incomming reference no. * 2014135

Start date 9/1/2014

End date 9/10/2014

Subject/Regarding Days off request

Document sub-type Leaves ▾

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Notes or description

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Molba_Tihomir Utev_201447.pdf	296 KB	Delete
Molba_Tihomir Utev_201555.pdf	296 KB	Delete

File:

Browse...

Save changes

Close

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SAMPLE SCREENSHOTS



Site Actions

Utev, Tihomir

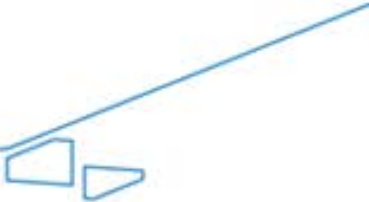
dokoniCASE Search Results

Home dokoniCASE This Site tihomir

1-2 of 2 results

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1b70e4e6-a31b-48a3-acb3-fb0a5a8e1d2d ... Archive ... Head of. Department ... Item updated manually ... EventReceiverAsyncMove ... None ... 4556785487 ... test ... Complaints ... **tihomir** ... task complete
Authors: Office Manager Date: 9/18/2014
<http://win-4mk7dk0htbo/dokonicase/ScannedDocsArchive/DispForm.aspx?ID=6>

[Test document 1](#)
44bb885a-1272-40d0-8b53-7c37583049b7 ... Archive ... Head of. Department ... Item updated manually ... EventReceiverAsyncMove ... None ... 121212122112 ... Complaints ... **tihomir** ... all is done
Authors: Office Manager Date: 9/15/2014
<http://win-4mk7dk0htbo/dokonicase/ScannedDocsArchive/DispForm.aspx?ID=5>





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YOUR BENEFITS AT A GLANCE

- ✓ **Process** paper documents electronically
- ✓ **Connect** employees with document critical tasks
- ✓ **Supervise / Control** document workflow (tasks) status
- ✓ **Traceability** of documents in process & completed
- ✓ **Raise** employee productivity & motivation
- ✓ **Complete** internal processes in less time
- ✓ **Low cost** solution for big impact



Easy adoption of workflow process system (from 1st day)



THANK YOU FOR LISTENING

GIVING SHAPE TO IDEAS

▮ Thank you for your attention!

Tihomir Utev

tihomir.utev@konicaminolta.bg

