

Case Study

Global Real Estate Leader Simplifies and Brings Agility to Its HR Workflow with Ricoh



Executive Summary

Transforming the HR workflow of a billion-dollar real estate investment leader

Mapletree Investments Pte. Ltd., a global real estate development, investment, capital and property management company, sought to digitise its employees' personnel files (p-files) on a content services platform. The company's Group Human Resources department manages a majority of the HR processes across different countries, but as the business expanded, managing all the paperwork became too overwhelming for them. That's when they decided to engage Ricoh's help.

In this case study, we explore how a Ricoh Workflow & Automation solution helped Mapletree automate its HR documentation workflow seamlessly and achieve significant business outcomes.

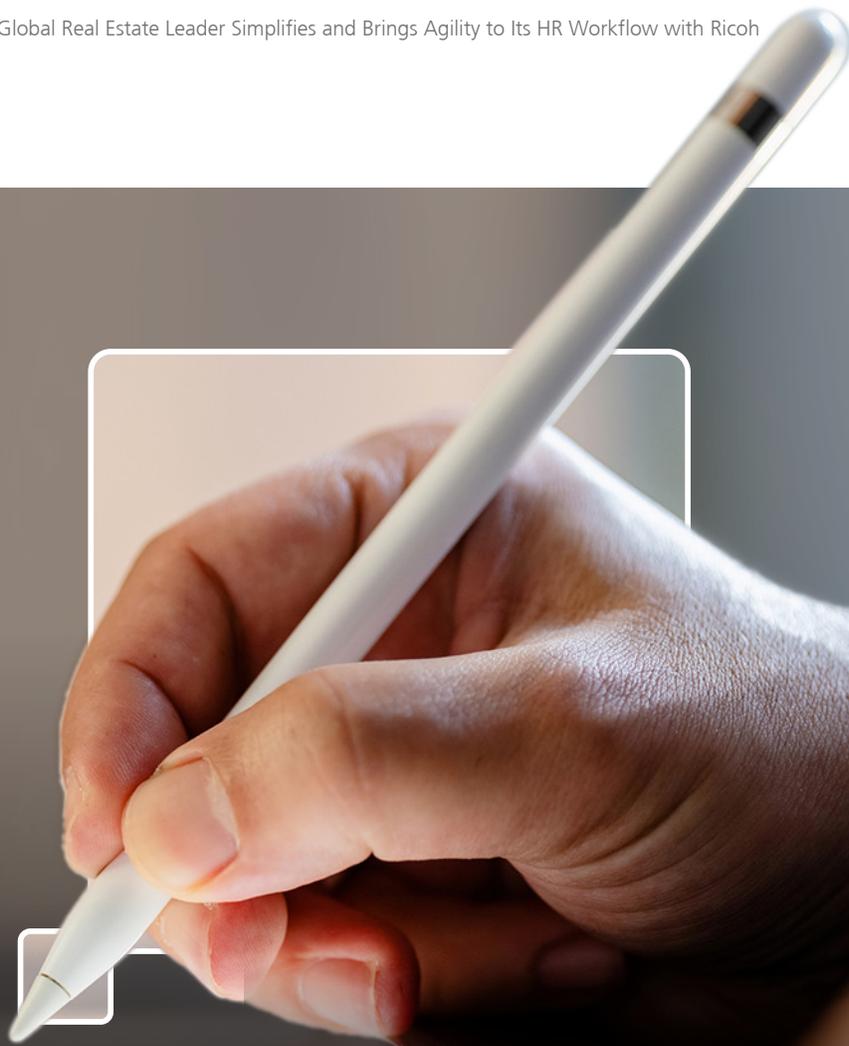
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Quick facts

Mapletree Investment Pte. Ltd.

- Industry: **Real Estate**
- Established: **Dec 2000**
- Website: **www.mapletree.com.sg**
- Headquarters: **Singapore**
- Employee size: **>2000**
- Total AUM: **S\$78.7 billion**

(as at 31 March 2022)



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Ricoh's DocuWare solution has helped us automate manual and labour-intensive tasks, thus enabling our day-to-day operation to run more seamlessly.

Lee Shiau Fei,
Head of Group Human Resource,
Mapletree Investments Pte Ltd

An Overview

mapletree

About Mapletree Investments

Headquartered in Singapore, Mapletree is a global real estate development, investment, capital and property management company committed to sustainability. The company has an extensive network of offices across 13 markets in Asia Pacific, Europe, the United Kingdom, and the United States.

With over 2,000 employees globally, the company focuses on delivering value to its stakeholders and has a track record for building award-winning development projects across various real estate classes.





The Challenges

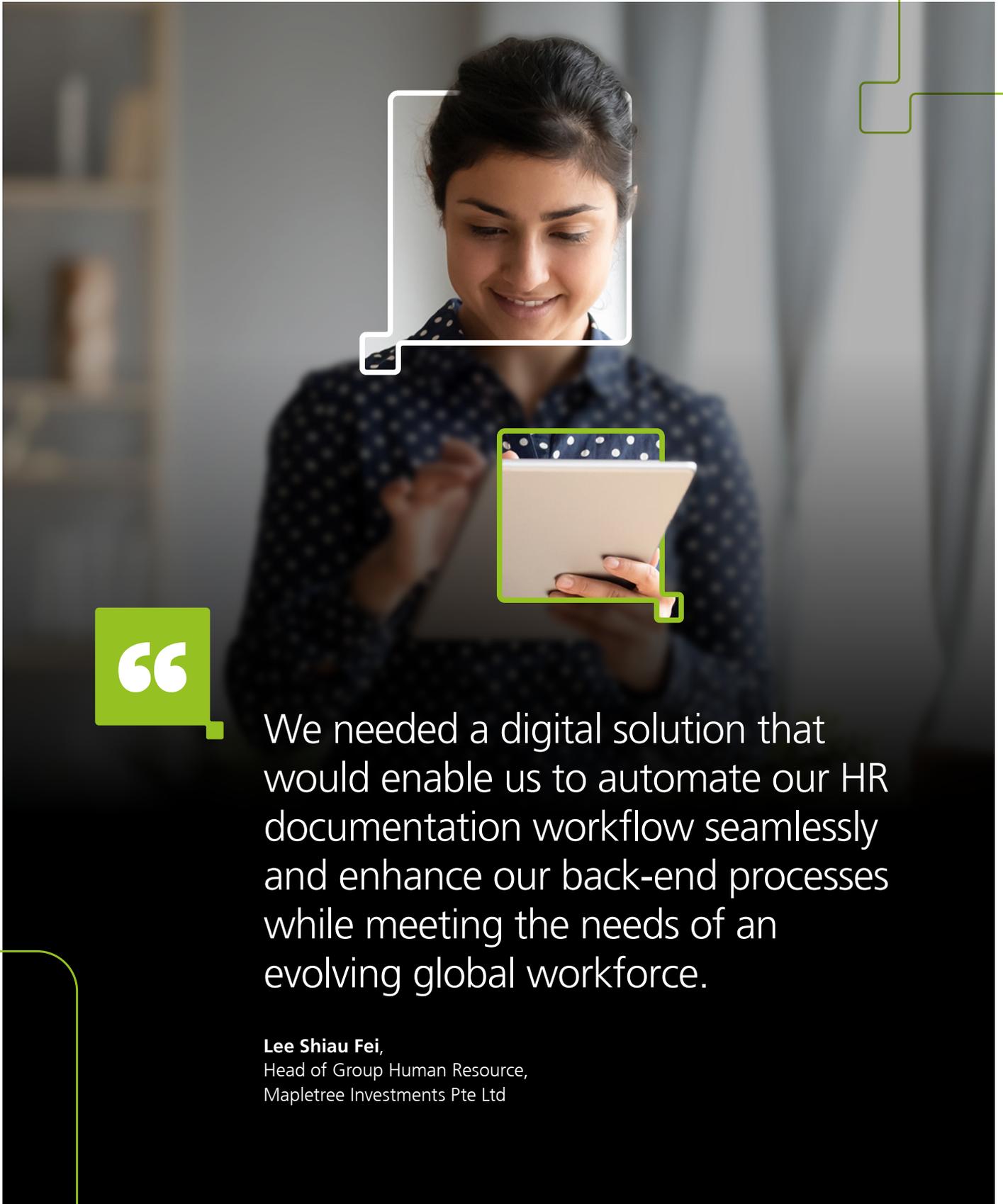
The need for a document management solution

The Group Human Resource department manages most of the HR processes across different countries. As the business expanded, managing the high volume of paper-based data and everyday tasks like tracking, storing, and handling HR documentation, became very tedious and time-consuming for the HR team. In addition, storing the hard copy p-files documents was taking up too much office space.

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Key challenges:

- Having to manually search for documents residing in different platforms (e.g. hard copy of employees p-files in storage, network folders, SharePoint, etc.) making it time-consuming to consolidate and retrieve documents when required.
- No immediate overview of outstanding mandatory p-files documents.
- The offboarding tasks performed by multiple parties are manually triggered and tracked, with no quick overview of the status for each task or reminder to ensure completion of all onboarding tasks.
- Inconsistencies in the manual renaming of p-files documents makes it more difficult to search for documents.



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We needed a digital solution that would enable us to automate our HR documentation workflow seamlessly and enhance our back-end processes while meeting the needs of an evolving global workforce.

Lee Shiau Fei,
Head of Group Human Resource,
Mapletree Investments Pte Ltd

The Solution

How Ricoh DocuWare helped streamline and automate HR processes

When Mapletree engaged Ricoh, they were looking for a solution that would allow them to digitise and archive employees' p-files on a secure digital content management platform. The solution needed to help them to efficiently manage the confidential digital files—from filing to archiving and retrieval.

That's when they decided to implement Ricoh DocuWare, an enterprise content management solution that automates business processes and workflows by electronically managing and sharing documents, regardless of their format or source.

Implementing Ricoh DocuWare as their employee document management solution helped Mapletree reduce paper usage by streamlining and digitising existing end-to-end HR processes. With the DocuWare solution, Mapletree's HR teams could use ready-to-go digital workflows and web forms for document tracking and employee-lifecycle processes.



Ricoh DocuWare

Features & Benefits:

- Enables automation of document workflows.
- Protects data and documents with secure and centralised archiving.
- Creates transparent workflows with secure, controlled, and logged access.
- Keeps processes moving forward with task lists, email notifications, and reminders.
- Provides powerful search and display options for quick retrieval of information when needed.
- Available on location or in the cloud.

The Outcomes

Increased HR efficiency and productivity levels

Ricoh DocuWare helped Mapletree automate manual and labour-intensive tasks, enabling their day-to-day operation to run more seamlessly. That means successfully reducing the time spent filing, tracing, or retrieving documents.

By streamlining their document management processes, Mapletree was able to increase the efficiency and productivity levels of its HR teams. The teams could easily and quickly access employees' files remotely by logging into the company's secure network using a simple user interface—allowing them to spend more time on higher-value tasks instead.

Key benefits:

1

Ricoh DocuWare's solution saves time by automating the task of renaming documents.

This eliminates the need for users to manually rename documents, which can be time-consuming.

2

The solution makes it easy to find documents.

Predefined search parameters allow users to find the documents they need quickly and easily, regardless of where they are stored.

3

Users are alerted of pending tasks and onboarding documents through automated emails.

This ensures that users are never left in the dark about what tasks need to be completed and are constantly aware of outstanding onboarding documents.

4

Compliance is ensured as there are no more incomplete p-files items.

Companies can rest assured that they are in complying with all relevant regulations and standards.

5

Documents can be quickly sorted for audit and access rights review.

This makes it easy for auditors to review files quickly and efficiently without having to go through the hassle of sorting them manually.



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Ricoh's Digital Workflow & Automation solution has helped keep our HR teams engaged and productive with easier, faster, and more collaborative ways of working—driving better efficiencies and teamwork.

Lee Shiau Fei,
Head of Group Human Resource,
Mapletree Investments Pte Ltd

Conclusion

Simplifying Complexity. Bringing Agility to Workflow.

The Ricoh Workflow & Automation solution has been instrumental in helping Mapletree simplify its complex document management processes, bringing more agility to their workflow.

By automating manual tasks and using digital workflows, the solution has helped the company increase the efficiency and productivity of their HR teams. It has also ensured compliance with all relevant regulations and standards, making it easier for auditors to review files quickly and efficiently.

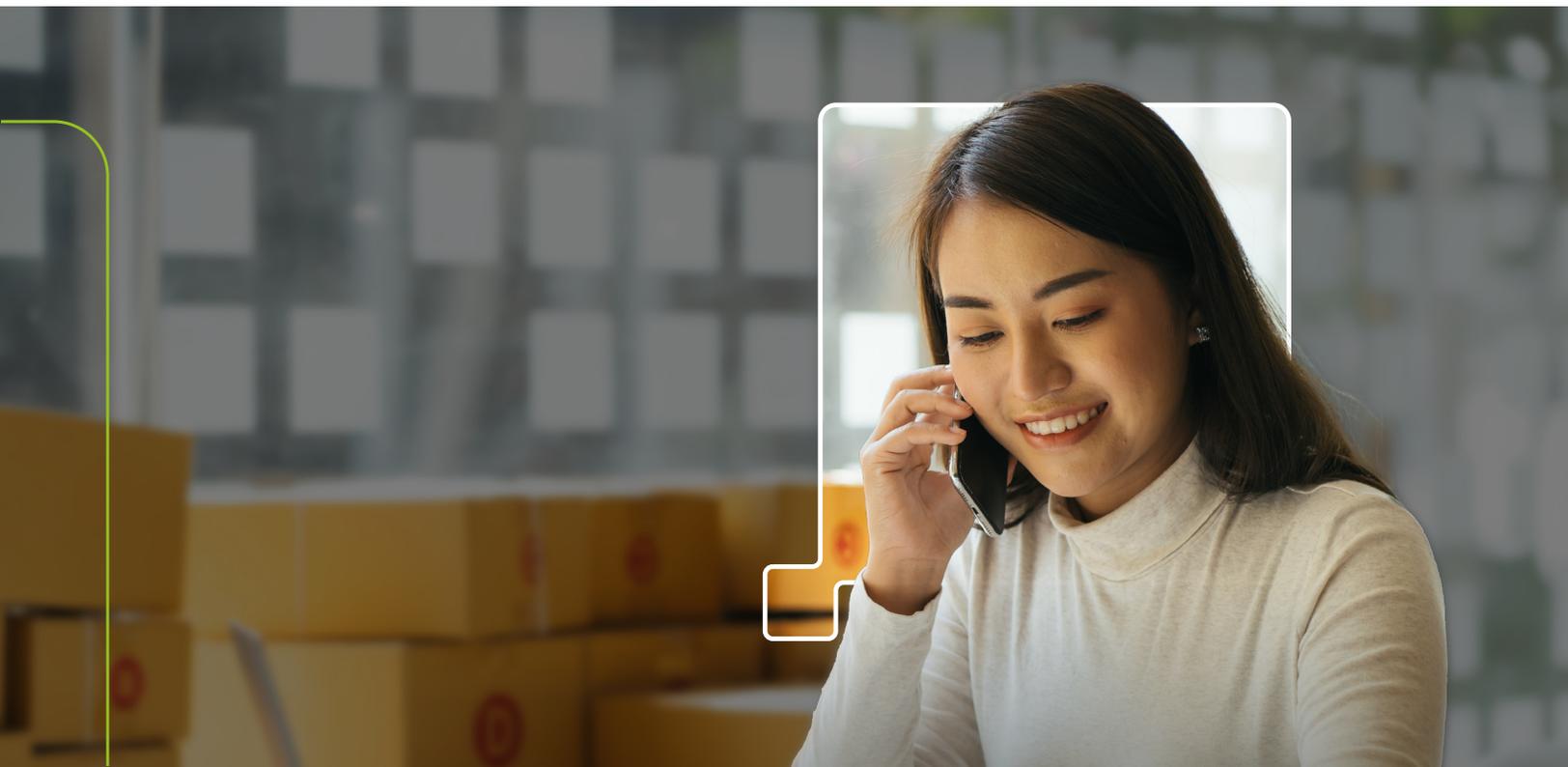
By tapping into Ricoh's powerful solutions, Mapletree was able to improve overall document management operations—making life easier for employees while ensuring that the company remains compliant with governing regulations.

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We are pleased to see the positive impact of the transition to a digital employee document management solution, which has been well received across our HR teams globally.

Lee Shiau Fei, Head of Group Human Resource, Mapletree Investments Pte Ltd.

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About Ricoh

Connecting people,
processes and technology.
So you can Focus on Forward.



Since 1936, Ricoh has continuously created new ways of working—leading the way in digital transformation, sustainability, and innovative thought leadership. Today, those innovations continue to create value and spread from offices to workplaces across numerous industries, frontlines, and society.

We bring people, processes, and technology together to simplify complexity, clarify direction, tackle obstacles, embrace diversity, and help our customers uncover opportunity.

1Empowering workplaces since **1936****2**Empowering over **80,000** employees worldwide***3**Serving **87,331** customers in APAC***4**Over **40,000** patents acquired worldwide**5**Global presence in over **200 countries***

* As of March 31, 2022



For further information, please visit [ricoh-ap.com](https://www.ricoh-ap.com)

Explore Ricoh's Workflow & Automation Solutions

Learn how Ricoh's Workflow & Automation solutions can help transform and simplify your business processes for future readiness.



Let's connect!

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