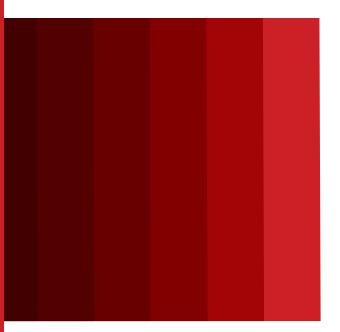# Canon

PLANNING A DIGITAL TRANSFORMATION STRATEGY THAT WORKS FOR YOU

READY TO TRANSFORM YOUR MANUFACTURING OPERATION?

The last few years have accelerated the pace of change in business. Now, more than ever, Digital Transformation (DX) is critical to organizations of all sizes as they continue to reimagine the way they do business. However, that's easier said than done. The DX process can be challenging and intimidating. Organizations must meet the needs of an increasingly distributed and hybrid workforce, as well as the need to increase operational efficiency by diverting resources away from manual processes and toward innovation and core business functions.

Canon U.S.A. is ready to help you make this transformation process seamless and worth the effort. In this e-book, we will take an in-depth look at the challenges that your company may face and what you should look for in a DX service provider. We will also share our proven strategy for putting organizations on the path toward digital maturity, and for helping them overcome these challenges while positioning them for future success.

[1]Harvard Business Review, The Secret Behind Successful Corporate Transformations.

THE CHALLENGES

While Digital Transformation is vital to the modern organization, there are plenty of reasons why so many initiatives fail to achieve their expected ROI. Let's take a look at some of the more frequently seen roadblocks that companies face along their transformation journeys.
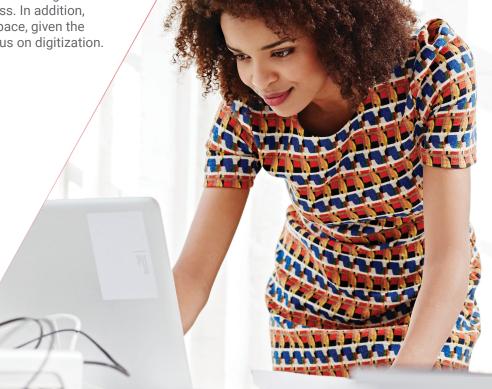
Increasing costs

Nimble digital-first new business owners are popping up in nearly every industry, putting pressure on margins across the board. Business leaders are scrutinizing high payroll costs associated with inefficient manual processes and are tasking their managers to increase operational efficiency and do more with less. In addition, organizations around the world are downsizing their physical office space, given the shifting needs of their distributed hybrid workforce and enhanced focus on digitization.

Efficiency struggles

Non-core operational expenses leave fewer resources for innovation, strategic initiatives, and even core business functions. How can companies most efficiently fulfill necessary, but non-strategic, business functions? How can they address this issue within each department or line of business? How can they perform these necessary non-core functions while properly serving internal and external customers?

Canon | 3

Greater security and compliance complexity

A growing body of regulations regarding the protection of sensitive consumer information (e.g., personally identifiable information—PII—and private healthcare information—PHI) imposes severe penalties for noncompliance. What steps can organizations take to comply with regulations for data governance and records retention and management?
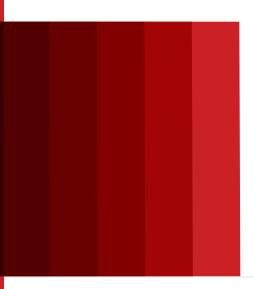
Reduced agility

All the aforementioned issues combine to make it more difficult for organizations to respond to the rapid pace of change in the marketplace. Without this agility, companies will find their competitive advantage slipping away.

READY FOR SOLUTIONS?

Five steps organizations should take to achieve DX maturity:

Digitize information
1

Organize information
2

Automate processes
3

Streamline processes
4

Transform the enterprise
5

Digitize information

At its core, Document Process Optimization (DPO) involves digitizing paper and other physical records for easier retrieval, security, and efficiency. This involves technologies such as the ability to seamlessly convert analog, paper-based records into secure, accessible digital information.

We can digitize paper documents of any size, including forms of physical records, such as large-format drawings/maps, microfiche (Comm/Jacket), microfilm (16mm/35mm), aperture cards, books, Scantron, and current and old media.

Organize information

DPO also involves organizing information so it's discoverable, retrievable, and usable whenever needed. The technologies involved include comprehensive content onboarding and digital repository consolidation.

Automate processes

The next step is to begin Business Process Optimization (BPO) by automating as many manual business processes as possible. Automated processes help reduce human error, allowing you to deliver enhanced levels of customer support and instant access to data, to make faster and better-informed decisions.

Streamline processes

The second component of Business Process Optimization (BPO) is to streamline these processes to maximize operational efficiency. For example, you can transform static document workflows into a modern digital experience by removing paper from the equation. You will be able to capture, classify, approve, auto-route, and integrate forms and documents quickly and efficiently.

Transform the enterprise

Digital Transformation is seeing your business evolve and grow in ways that you may not have thought were possible. Together, we can help your business create a virtual circle of continuous improvement and find new opportunities not only to streamline processes, but to connect systems so that they work together and break down departmental silos. That is Digital Transformation.

HOW DIGITAL TRANSFORMATION (DX) SERVICES AND SOLUTIONS HELP SOLVE THESE CHALLENGES

DX initiatives allow you to reimagine your core business processes and functions, enabling you to achieve your objectives. Focus on the following areas when seeking a Digital Transformation services and solutions provider:

A consultative approach

Digital Transformation initiatives should begin with an integrated assessment to identify areas where you can address business process improvements. Your Digital Transformation services partner should create a comprehensive recommendation that combines technology and resources to help achieve the optimal state, and they should bring a portfolio of capabilities to the table, including technology, staffing, and outsourcing.

A comprehensive implementation plan

Your Digital Transformation services partner should lay out the implementation process in a clear, fully documented, step-by-step plan that includes disaster recovery to help business continuity, a training road map, and ongoing process reviews to verify achievement of key performance indicator (KPI) targets.

Leadership-driven, behavior-based change execution

Having the right strategy, people, and technology is absolutely necessary, but not sufficient. Simply put, change management is the key to success. You must foster the desired mindset and behaviors across your employee population so that new processes will be quickly and fully adopted. Otherwise, business process transformations can magnify (and not eliminate) the problems and roadblocks that were there in the beginning. By leveraging analytics to continually improve and refine processes, Digital Transformation services and solutions help achieve sustainable transformation and give leaders an opportunity to own change directly.

IF YOU WANT TO TRANSFORM YOUR BUSINESS, YOU NEED TO CHANGE*It*

Change*It* methodology

The Change*It* methodology from Canon U.S.A. will help guide your change journey and facilitate four outcomes: senior leader alignment, change readiness, execution excellence, and sustainability of results.

Clarify *It*: → **Plan *It*:** → **Realize *It*:** → **Sustain *It*:**

1 Align senior leaders and employees across your organization with the vision of success for your Digital Transformation program/initiative.

2 Ready leaders and employees to transform their critical Digital Transformation behaviors.

3 Implement change initiatives across the organization to target critical Digital Transformation behaviors and achieve key results.

4 Remove barriers to change, assess lessons learned, and help continuously improve.

WHAT WILL DIGITAL TRANSFORMATION LOOK LIKE IN YOUR ORGANIZATION?

A trusted Digital Transformation services partner can help you identify opportunities to automate and outsource, helping employees realize cost savings, and become more productive and efficient.

Look for solutions to help you achieve Digital Transformation in the following areas:

Digitization

Backfile conversion of paper-based documents to bring core resources into the new system, as well as other forms of physical records such as large format-drawings/maps, microfiche (Comm/Jacket), microfilm (16mm/35mm), aperture cards, books, Scantron, and current and old media.

Mailroom services

Help ensure employees receive critical information regardless of physical location. Paper-based documents can be automatically captured, identified, validated, and electronically distributed to the right systems or people. Mailroom services can be managed by your staff or outsourced on- or off-site, or a hybrid of these options.

Human resources

Simplify and accelerate onboarding while providing an immersive experience for new hires. Help improve compliance initiatives and save money by digitizing workflows, connecting employees with digital processes, and improving response times.

Accounting automation

Intelligent data extraction, process automation, and three-way matching create efficiencies across the entire accounts payable (AP) process. Automating your accounts receivable (AR) operations can reduce your Days Sales Outstanding (DSO), lower the cost per invoice, and speed customer inquiries. Automated AP and AR solutions help avoid costly errors and wasted time while improving control, efficiency, transparency, and cash-flow visibility.

Dynamic forms processing

Transform static document workflows to a modern digital experience to remove paper from the equation. Virtually any form that is used to collect data can be converted to browser-driven processes to help accelerate the workflow, improve data accuracy, and eliminate manual data entry.

Digitize document-based processes to gain control of paper flow that accompanies the movement of manual documents. This helps improve efficiency, compliance, storage, and access. Capture, classify, approve, auto-route, and integrate virtually any form: invoices, packing lists, bills of lading, insurance forms, HR docs, legal files, and more.

READY TO START YOUR DIGITAL TRANSFORMATION JOURNEY?

Many organizations are faced with the challenge of digitally optimizing their business, and we want the opportunity to be your partner in doing so. Digital Transformation Services from Canon U.S.A. can help you renovate your core business processes and functions, enabling you to save money, time, and resources, so you can focus on what's most important to your organization.

▶ **Learn how Canon U.S.A. can accelerate your Digital Transformation.**

usa.canon.com/transform

[1]Harvard Business Review, The Secret Behind Successful Corporate Transformations.