

Let **people** succeed

4 ways

HR orchestration
drives operational
efficiency and
strategic impact

RICOH
imagine. change.



Introduction

HR in transformation: balancing people, process & technology

HR functions are reaching a crossroads. Evolving employee expectations have made workforce management more challenging, while there are many new HR responsibilities, from cultural initiatives to learning and development programmes, plus a near-endless checklist of compliance targets.

In addition, the position of HR in the enterprise has shifted, too. Business leaders now expect HR to make a stronger strategic impact, help to drive productivity and support growth and transformation.

Yet as the agenda expands, many HR teams continue to rely on inefficient processes and fragmented systems. As the business demands more, there is a risk that HR fails to deliver. Research published in People Management revealed that 73% of HR leaders are now struggling to align their strategy with rapidly changing business objectives.

The newest process orchestration and automation techniques offer powerful, transformative solutions that can resolve these challenges, providing a pathway to increased agility and efficiency, and enabling HR to deliver greater value to the enterprise.

*According to [People Management](#)



73% of HR leaders **struggle to align their strategy** with rapidly changing business objectives*

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Why Ricoh?

Key challenges

Administrative overload creates delays and backlogs

More and more requests from employees and business leaders are landing on the desks of HR professionals. Often, HR manages these requests and other tasks manually, which soaks up time and increases the risk of error. Inevitably, work backlogs build up, while HR grows frustrated and struggles to hit targets. In 2024, [People Management](#) revealed that 43% of HR leaders report that their teams are overwhelmed by their responsibilities.

Disconnected systems increase complexity and risk

Working across poorly integrated systems increases HR workloads even further. For example, running payroll often involves entering data into separate time-tracking, finance, and HR tools. With data stored across multiple locations, it becomes difficult to maintain compliance and access up-to-date information to guide decision making.

43%

43% of HR leaders report that their teams are **overwhelmed by their responsibilities.***

*According to [People Management's 2024 report](#).



Key challenges

Overstretched HR leads to poor employee experiences

When HR teams are overwhelmed with admin, they are unable to offer responsive support, and employees searching for urgent guidance on personal salary issues or corporate policies are left waiting for a reply. Many HR functions have not yet developed effective self-service options, which could ease the burden. In time, delays can erode confidence in HR, negatively impact corporate culture, and contribute to rising employee turnover.

Inconsistent processes limit strategic impact

Where HR functions are spread across multiple global locations, they often follow inconsistent and disjointed processes and procedures. Not to mention the fragmented and inconsistent data, caused by multiple disconnected systems, making visualisation and data transfers complex. The resulting complexity and lack of standardisation can hinder collaboration across the HR function and agility needed to expand operations effectively, and limit its strategic impact - when it comes to workforce planning for instance.

32%

Almost a third of employees (32%) **do not currently have access** to process automation technologies despite wanting them.*

*According to Ricoh's 2024 research on Fulfillment through Work.



What is

HR process orchestration?

Introducing HR Process orchestration and automation

Process orchestration and automation provide complementary technologies, with the power to transform HR. Together, they enable HR teams to optimise processes, enhance the employee experience, and move from spending hours on low-level admin to delivering positive change for the business. Research published in [People Management](#) shows that 63% of HR leaders said that automation and AI was the trend that would have the biggest impact on the future of their function.

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In simple terms, automation uses digital technologies to perform tasks and manage processes with minimal human intervention, improving accuracy, speed, and efficiency. Typically, automation handles individual tasks that are time-consuming and tedious. For example, automating payroll data entry and deduction calculations will reduce the risk of error and cut costly remedial work.

Process orchestration takes things further, with a broader and more holistic scope that enables users to coordinate and connect multiple processes, automations, and systems, and create workflows fully aligned with business objectives.

*According to People Management



What is HR process orchestration?

Unifying HR: Systems, Data & Experiences

Essentially, process orchestration forms the basis for greater standardisation and more scalable HR operations. It is built by integrating three technology layers: core systems that store employee data, applications for managing specific HR processes, and user interfaces that enable HR and employees to access and analyse the data.

HR technology
is built on three
essential layers



Engagement

The interfaces that connect HR and employees (self-service portals, chatbots, workflows), enabling smooth interactions

Application

The ecosystem of HR systems (HRIS, payroll, ATS, L&D) that manage core processes

Data

Foundation where employee information lives, across dispersed systems, essential for compliance, automation and insights

Orchestration integrates the three layers

It connects systems and data, and powers automated workflows for more **streamlined HR processes**, **custom-built experiences** and **strategic insight**.





How does it *work?*



1. Seamless integrations streamline HR

Integrations form the cornerstone of process orchestration. Modern API technologies can connect separate HRIS platforms, document archives, recruitment tools, and legacy systems, enabling seamless data exchange and triggering automated actions. As a result, HR professionals can not only save time by eliminating duplicate data entry, but also quickly and easily extract and view employee data in a single, central location, saving them the time and hassle of working across different applications.



2. Customised workflows drive productivity

With HR systems fully integrated, users can build more cohesive, standardised cross-functional workflows. Many process orchestration platforms provide intuitive drag-and-drop tools that allow HR professionals to take the lead during the process design phase, tailoring workflows to deliver maximum value.

How does it *work*?



3. Centralised portals enhance employee experiences

Process orchestration also transforms how employees interact with HR, enabling a shift to self-service. As systems and data are now connected and synchronised, employees can log in to a central portal to update their details, check corporate policies, book holiday, and access their payslips and performance reviews.

The one-stop-shop approach delivers two key results. On one level, the self-service model elevates the experience for employees, who no longer wait for busy HR teams to process their requests. Equally important, self-service naturally reduces HR departmental workloads, unlocking more time to focus on value-add work.



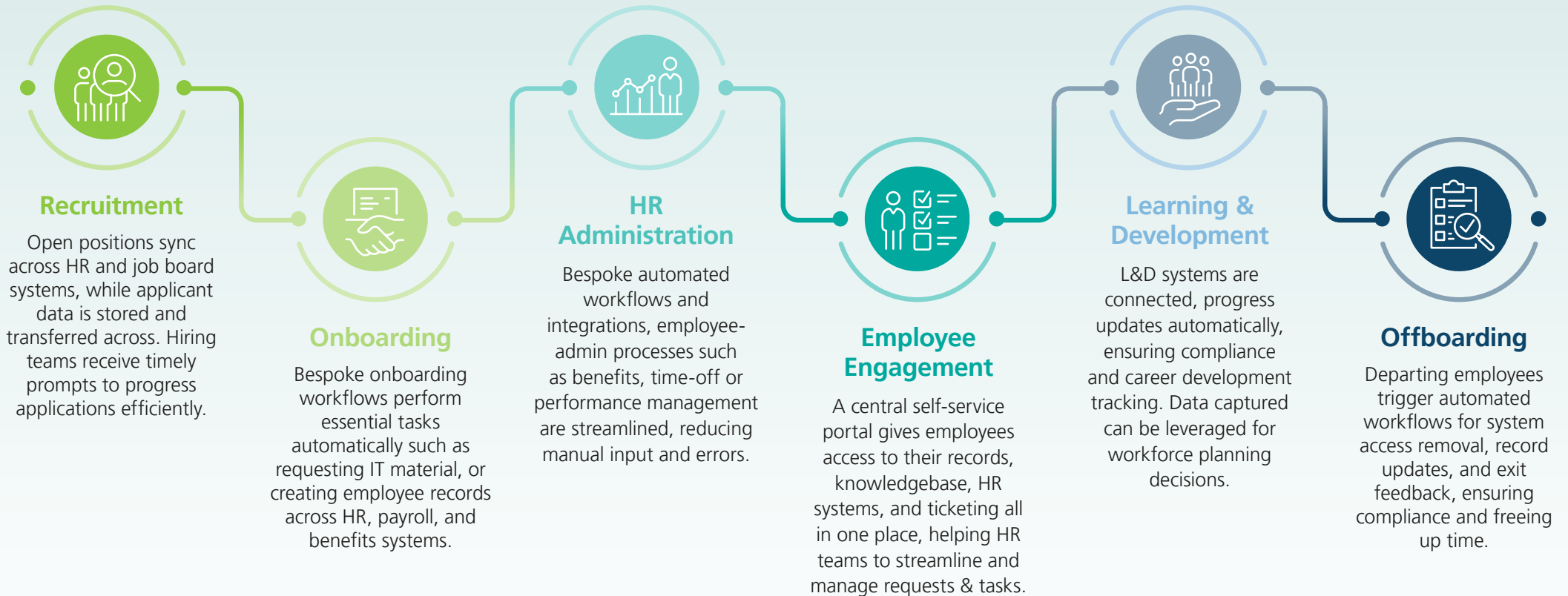
4. Data analytics enables better decision making

With data consolidated centrally, running analytics becomes easier and more-effective, too, enabling HR leaders to gain deeper insights into workforce dynamics that help to support better strategic decisions.

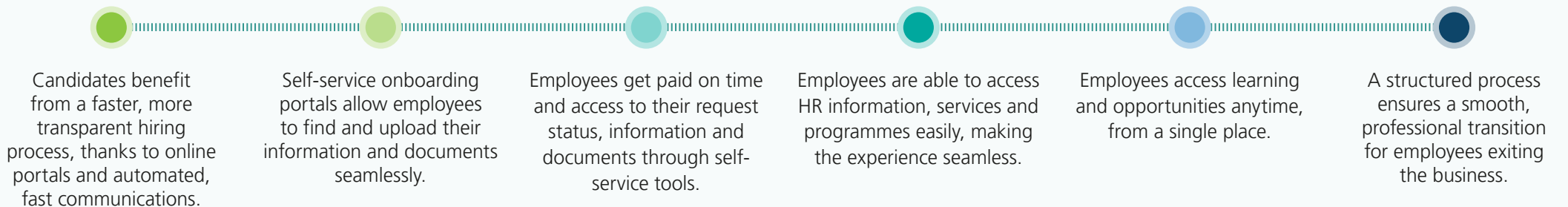
For example, retailers onboarding high volumes of seasonal staff over the Christmas period can find that data on temporary workers resides across HRIS, ATS, and document archives. By using orchestration to integrate this data, companies can analyse the skills and backgrounds of the workers in more depth and identify and engage talents that could be useful in other internal or permanent roles, helping to reduce future recruitment costs.



Streamline HR operations across the end-to-end employee lifecycle



Better employee experience throughout their lifecycle



Benefits

Empower HR to shape the future of the business

Process orchestration and automation offer game-changing possibilities for HR teams.

Streamlined, automated processes and employee self-service options will drastically reduce the administrative burden for HR professionals, saving time and cutting operational costs. Implementing automation for recruitment, for example, can reduce cost-per-hire by as much as 30% according to the SHRM.

30%

Automation for recruitment can reduce cost-per-hire by as much as 30%*

- Freed from repetitive, routine tasks, **HR teams will be able to spend more time on high-value work**, such as nurturing talent and strategic planning that delivers real business value and supports growth.
- Similarly, the availability of comprehensive, **integrated data will enable HR to take proactive steps to optimise workforce management.** For example, clear visibility into performance and salaries could reveal potential sources of attrition, and enable HR to reshape policies to boost retention. Being able to monitor and track employee data across multiple systems will also simplify compliance with GDPR, helping to mitigate exposure to risk.
- As HR departments become more agile and responsive, **employees and candidates will enjoy a more satisfying, rewarding experience.** Increased HR and user satisfaction will help to keep employees engaged and motivated, and mitigate turnover, helping the company to stand out as an attractive proposition for new talent.

Ultimately, process orchestration and automation will ensure HR is better equipped to operate at scale, playing a central role in shaping the future of the organisation and delivering greater strategic impact.

*According to SHRM



Customer story

Expanding into a new market with a streamlined HR model

With deep experience derived from working with international businesses, Ricoh has built a commercial reputation as a service provider both through organic growth and through acquisition.

In the EMEA region, Ricoh recognised that its own HR function lacked the agility to support rapid growth in the digital solutions market, with inconsistent processes, complex systems, and inefficient methods for interacting with employees.

To align with the company's strategic objectives, Ricoh developed its own unified, scalable HR model, using process orchestration. The key steps were:

1. Integrating HR, payroll, recruitment, document management, and email systems to simplify core HR administration.
2. Creating the Ricoh iPeople 2.0 HR portal, that enables 24/7 employee access to HR documentation, policy information, learning and development opportunities, and more.
3. Implementing standardised, automated processes for managing the entire employee lifecycle to reduce complexity and free HR from time-intensive work.

With the streamlined model in place, the Ricoh EMEA HR function now focuses on the key talent acquisition and workforce planning tasks that will drive the evolution of digital services.



We used Ricoh's process automation solutions to help us integrate and coordinate the work of different HR systems that we previously had in our organisation, and help us to automate, integrate and simplify all our processes. Our aim was to build a single point of access or a onestop-shop that provides all the HR service for our employees and managers in one place. And the second aim was definitely to deliver something which is user friendly and easy to use by our employees and we did it.

Askaniusz Sawicki, Head of People Services & HR Transformation at Ricoh Europe

Why Ricoh?

Implement process orchestration with Ricoh

Embedding process orchestration and automation into your HR function requires detailed planning, budgeting, and change management. Ricoh can support your journey towards streamlined HR, with process orchestration and automation solutions, alongside comprehensive consultancy and support services.

The Ricoh team will guide you through discovery and assessment phases, mapping out current processes, identifying pain points, scoping out opportunities for automation and optimisation, and defining KPIs and objectives. Based on detailed plans, Ricoh can help you to implement solutions, build new workflows, and create high-efficiency self-service portals, all incorporating best practices that help to aid adoption and ensure a strong return on investment.



to learn more about how HR process orchestration and automation can help your people succeed, [visit our website](#)



Why Ricoh?

At Ricoh, we provide solutions that place people and their experiences at the heart of what we do so they can truly thrive.

This includes creating exceptional employee and customer experiences for people and teams wherever they are, automating tasks to free up time and supporting growth through implementing the right technology for organisations of all sizes.

With more than eight decades spent understanding how people work, today, Ricoh is transforming the experience of over a million organisations and hundreds of millions of people across the globe.

Ricoh designs technology and spaces that make life easier and support a sense of Fulfilment through Work.

The Ricoh ambition is clear:

Let *people* succeed

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