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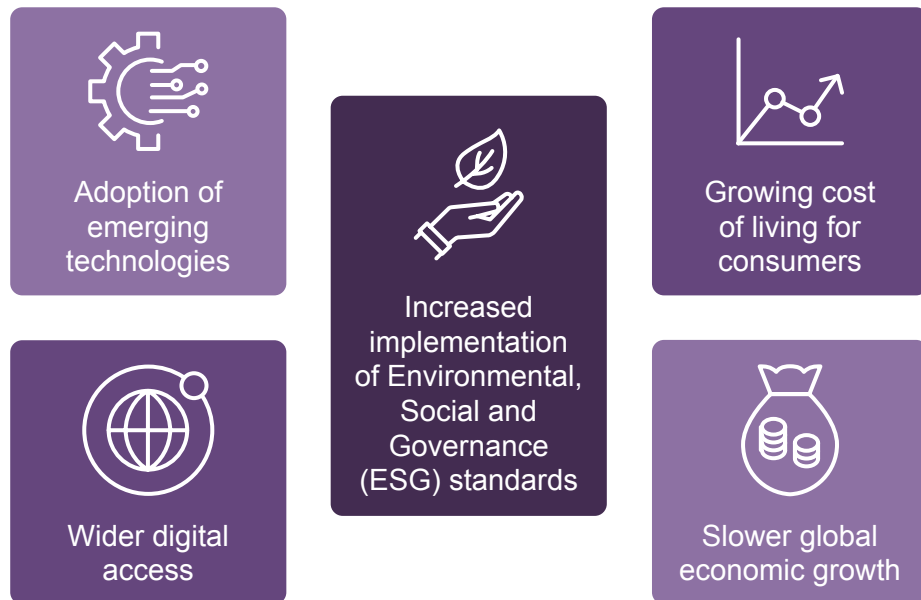
The Workforce of the Future

*Streamline Workflows
for Smarter Team Productivity*

Transform to Thrive: Digital Transformation for Your Business

In our paper *From Surviving to Thriving: Harness Business Resilience to Build Your Competitive Advantage*, we showed how businesses could remain resilient in a rapidly evolving environment to make their organisations stronger and thrive. Companies with clear and efficient workflow processes and workforce arrangements demonstrated greater resilience through crises.

Businesses worldwide can expect these trends to drive their organisation's transformations from 2023 to 2027.

Adoption of emerging technologies

Wider digital access

Increased implementation of Environmental, Social and Governance (ESG) standards

Growing cost of living for consumers

Slower global economic growth

Businesses that made early strides in embracing digital transformation have witnessed growth rates up to **5 times faster** than their slower-moving counterparts.[1]

Now, it's about being agile.

Resilient and strategic businesses, including large enterprises and small-medium businesses (SMBs), have shown the ability to use digital transformation to empower their hybrid and remote teams, ensure business success and enhance social responsibility.

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Many businesses are playing catch-up, some better than others. Today's circumstances provide opportunities for second movers to bridge the gap with industry leaders in technology adoption and innovation culture. They capitalise on lessons from early adopters, accelerating their digitalisation and growth.

As part of building resilience and the right organisational culture mindset, long-term digital transformation means shaping a connected workspace, fostering collaboration in hybrid and remote teams, imagining future jobs through business workflow automation, and enhancing your workforce's skill sets to be innovation-ready.

Discover more insights in this series:

1

The Workforce of the Future: Streamline Workflows for Smarter Team Productivity

2

Mitigate the Threat of IT, Data and Print Security Attacks: How Businesses Can Strengthen IT Security Resilience

3

Transforming Workplaces to Thrive in the Digital Era: Trends and Strategies for Workplace Transformation

Transform your business in order to thrive – to gain speed and productivity through digital transformation.

Companies that exceeded expectations achieved growth **4 times faster**[2] than those slowest to adopt innovations. This rate is even higher than that of leading companies, demonstrating that you can digitally transform your organisation without sacrificing profitability.

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Leveraging Transformation for Maximum Impact on Productivity and Sustainability

Newly implemented technologies should enhance workflows and harness the power of collaborative teamwork.

To ensure this, companies will require a clear plan for success, long-term commitment and investment.

Streamlined workflows, collaborative tools and sustainability goals underscore the holistic benefits of the modern workplace, enabling companies to **thrive in both productivity and responsibility**.

Ready to develop a sustainable, flexible and efficient digital transformation workflow strategy?

Let's get started.

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Tips for a Digital Transformation Workflow Strategy
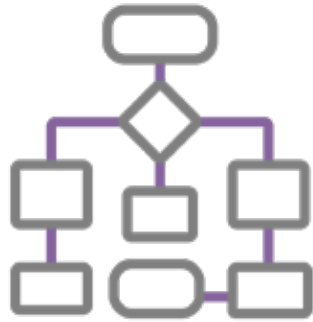
Building Productivity in Organisations with Different Work Arrangements

Digital transformation is not a quick plug-and-play solution. Catalyse conversations and digitally transform systematically to avoid duplication and encourage genuine adoption.

Digital transformation investments can cost businesses if the technologies adopted are not helpful or create more friction for employees.

Establishing workflow systems with smart process automation is crucial in workplace setups where teams must collaborate from various locations and time zones.

Driving Sustainability through Workflow Automation

Efficient work solutions can be critical drivers for improved sustainability outcomes.

Streamlining operations and reducing resource inefficiencies align with environmental sustainability goals.

Moreover, the increased connectivity among employees and optimised workflows lead to reduced waste (like paper) and energy consumption,[3] directly contributing to a positive environmental impact.

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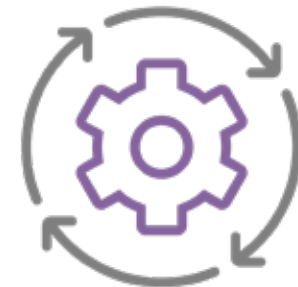
How the Right Technologies Build Cohesive Teams

A clear digital strategy plan is the foundation for successfully implementing workflow automation.

Leaders have to be committed to the same business priorities to achieve their digital transformation objectives.

Start with a great big-picture plan that align leadership vision with specific solutions and pave the way for a more efficient and adaptable future.

Rather than completely revamping existing systems, consider if these changes can be made gradually, backed by the support of a trusted partner. Phasing your system changes can address budget concerns or deliver time and cost savings before proceeding to the next change.

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Manage Strategic Changes with a Clear Step-by-Step Plan

Communicate business needs and digital transformation milestones to the rest of the organisation. This creates the basis for a long-term digital transformation mindset.

To manage strategic changes, leaders must:

1

Understand technologies and their potential impact on workflows and the business.

- New digital processes should complement and integrate, not overlap and duplicate efforts.
- Review existing and new systems and solutions to ensure that demonstrable benefits are delivered.

2

Create a conducive environment for developing the right digital culture, talent and skills within the company.

- The success of implementing a long-term digital transformation strategy starts with the employees – your human talent and key users.
- Pinpoint upskilling requirements among the workforce. Companies prioritising employee development gain a competitive edge, especially in handling uncertainties like economic challenges. Upskilling can even increase team morale.[4] This dedication to upskilling helps businesses to fully leverage the advantages of digitalisation.
- Leaders must reassure employees that they aren't being replaced by technology. Employees are being trained to use tech tools to complete mundane tasks and contribute more meaningfully to the business.

3

Identify specific areas of technology transformation.

- Chart the current workflows and processes within the organisation.
- Outline fresh workflows driven by automated rules and paths, all aimed at enhancing the user experience.

Instances Where Automation Can Streamline Workflows

As we explore how automation optimises workflows later in this ebook, here are ways it can streamline operations across various functions.

Finance Teams

Automating invoice processing can eliminate tedious accounting work. Implementing cost-management rules or keeping dashboards can achieve data visibility.

HR and Procurement Teams

Digitalisation and automation can ensure that the right people sign digital documents securely and on time, and file them automatically.

Cross-Team Collaborations

Cloud-based documents can be stored and retrieved easily. Different teams can access, edit and update the files from sharing systems to facilitate better collaboration and workflow.

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Devise Performance Measures

- To effectively impact your team through digital transformations, consider implementing key changes that will contribute to better project management and improve employee and customer experiences.

- Plot your intended digital transformation goals. These may include a long-term pivot to a different business model, resolving pain points and empowering employees and customers, increasing revenue or speed, cutting costs and/or contributing to green efforts.

- Measure improvements after implementing the specific workflow technologies to address digital transformation goals.

  Examples of measuring improvements are:

  - ✓ Time spent searching for specific documents by using a cloud-based file-sharing platform

  - ✓ Reduced turnaround time for standard processes, like having multiple parties sign legal documents

  - ✓ Cost savings from digitised efforts, such as shifting to paperless documentation

Here are questions to consider when measuring the return on investment (ROI) of digital transformation efforts:

?

What is your intended goal for digital transformation or workflow automation?

When do you hope to achieve those goals?

Are there government policies and funding you may tap into to achieve digitalisation, productivity or sustainability goals?

How can you split the goals into quantitative and qualitative metrics?

How do these goals impact employees, customers and the business in the long term?

What obstacles could arise during digital transformation initiatives, like digital skills and organisational culture issues?

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Re-imagining the Impact of Automation on Business Workflows

Explore real situations where workflows and automation come together.

Get to know the benefit and challenges of workflow automation in Asia Pacific (APAC). Then, understand how technologies can change the way people work in the region.

The Evolution of Automation, from Repetition to Innovation

When we think of automation,[5] we often picture robots doing repetitive tasks in factories or systems that work without human involvement, like operators or agents.

McKinsey estimates that over 100 million workers in eight studied economies (about one in 16 workers) might need to change jobs by 2030.[6] This particularly affects office support roles like those in finance and IT. To adapt, these workers must learn how to use automation tools and switch to new positions.

Let's explore use cases where office technology and workflow automation intersect.

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Cases Where APAC Is Ripe For Digital Transformation

Case 1

Cloud or Remote Access to Enable a Flexible and Collaborative Hybrid Workforce

Mobile penetration in Asia is high relative to the rest of the world. People use more than one device for work, switching between multiple screens and phones. They also connect to gadgets, such as cutting-edge audio and video components, interactive displays and cloud-enabled printing devices.

This accelerates the demand for work technologies that can help you:

Digitalise workflows and capture documents on the cloud for collaboration across multiple devices like laptops, multifunction printers and smartphones.

Secure files with digital document solutions by ensuring only the right people have permission to view or collaborate.

Reduce paper consumption and contribute to your sustainability efforts through embracing digital documents.

Asia's Hybrid Teams: Numbers at a Glance[7]

70%

of organisations have strategies to identify and implement suitable technology tools for collaboration, whether in-office or remote

70%

of leaders and employees across APAC saw forward-looking and clear guidelines to realise complete hybrid workforce policies

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E-Signatures and Digital Agreements Adoption

Asia is walking the talk in digitalisation. Governments in China, Singapore and Japan allow some agreements and processes to be completed electronically.[8]

Legal matters, such as hearings or paperless deals, have also gone digital.

Where wet-ink signatures or hearty handshakes were once essential to closing a deal, people are now comfortable with hiring, procuring, negotiating and signing important contracts digitally.

The benefits are:

Handling numerous employee, business partner or client documents through seamless and secure end-to-end digital signature experience, fostering confidence.

Establishing predefined automation rules that can also securely, appropriately and promptly file documents away. Digital agreements can be easily verified for auditing purposes.

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Finance Solutions Directly Impacting Customer Experience

APAC customers are digital-first, and are open to self-service digital experiences.[9]

It's not surprising that APAC will also be the world's biggest fintech market by 2023, showing the region's openness and familiarity with adopting financial technology.[10]

Solutions include:

Robotic Process Automation (RPA) that can perform tedious back-office tasks, such as verifying form submissions and real-time data cross-checking.

Digital finance solutions that finance, procurement and customer service teams can use for better visibility and fewer human errors.

Improve customer service by using an **order management automation platform**. This platform eliminates the need for manual sales order taking and processing, resulting in faster and more accurate customer service.

Get a real-time, centralised view of invoice details with an **accounts payable automation solution**. This diminishes the likelihood of human errors in processing. Timely payments nurture supplier trust, while transparent audit trails and reporting capabilities enhance adherence to regulations.

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Business Workflow Automation Checklist
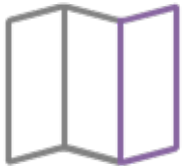
Strategic Mapping

- ☐ Based on your "why", determine your timeframe and key performance metrics.
- ☐ Identify government policies or funding available to help you achieve digitalisation, productivity or sustainability goals.
- ☐ Review existing technology systems and solutions.
- ☐ Understand new technology and assess its impact on workflows and the business.
- ☐ Identify areas where change can be made modularly and with a trusted partner's long-term support.
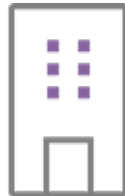
Transforming Your Office

- ● Map existing workflows and processes in the organisation. Ensure that these workflow systems and processes capture:
  - ☐ Devices
  - ☐ Software used (if any)
  - ☐ Stakeholders and teams involved
  - ☐ Key approvals or signature endorsements required
- ● Define and streamline new workflows powered by automated rules and routes:
  - ☐ Test new workflows, and measure time or cost savings
  - ☐ Measure other key performance metrics

Upskilling Your Workforce

- ● Identify upskilling needs in the workforce or investments required to fully integrate and unlock the potential of new technologies.
  - ☐ Create searchable cloud-enabled wikis and manuals for your employees.
  - ☐ Create learning and upskilling workshops covering digital and communication skills to help existing workers adapt.
  - ☐ Ensure that new employee onboarding programmes reflect digital and sustainability concerns.

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Achieving Transformation: Starting Your Digital Automation Journey

Boost productivity, stay resilient, thrive and achieve sustainable growth.

You can achieve these by understanding APAC organisations' full potential through digital transformation, workflow automation and sustainability.

We are here to help you kickstart your digitisation journey. To continue navigating your ongoing digital transformation and automation journey, we can work with you to find the right solutions for your business. With a digital mindset, tools and trustworthy advice, your organisation can thrive in a future where efficiency and responsibility go hand in hand.

Join us in taking the next step towards lasting transformation.

FUJIFILM Business Innovation is your one-stop partner, offering you a robust suite of digital technology and automation solutions and services. Together, we'll explore innovative solutions for your organisation's success in the ever-changing digital landscape.

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Thrive with FUJIFILM Business Innovation

Our robust suite of digital technology and automation solutions can support your digital transformation.

Capture and Connect with Smart Documents, Files and Content Management Platform

ApeosWare Management Suite 2 is a print management software that aids in seamless device management, integrated authentication, secure print output, log accounting, document distribution and tracking information leak. It simplifies comprehensive document management, providing immense value to businesses.

Cloud Service Hub is a cloud solution that integrates multiple cloud systems with a single sign-on feature that allows users to have a standard interface when collaborating and managing information. It provides a secure and seamless scan-store-print workflow to enhance efficiency.

Docushare is a versatile content management platform that efficiently handles documents, whether physical or digital, and streamlines workflow processes, making it easier for organisations to manage and collaborate on their content.

M-Files is a solution designed to enable quick information retrieval, automate processes and enhance information control. This results in improved customer experiences, better work quality, reduced risks and provides businesses with a competitive edge and a notable return on investment (ROI).

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Manage Trusted Partnerships and Agreements Seamlessly

DocuSign is a digital signature tool that allows for contracts to be signed and for business to be completed from anywhere, using any device. Users can effortlessly and securely handle contracts and confidential documents, ensuring seamless creation, tracking and signing.

Transform End-to-end Workflows with Automation

Kofax is an intelligent automation software and solutions platform that transforms information-intensive business workflows. By combining Kofax's cognitive capture, RPA (Robotic Process Automation), process orchestration, analytics and mobile capabilities, businesses can achieve faster time-to-value and greater competitiveness, growth and profitability. It also enhances business resiliency and mitigates compliance risks.

UiPath is an AI-powered business automation platform that combines industry-leading RPA with a comprehensive suite of capabilities. It enables the understanding, automation and operation of end-to-end processes, delivering unmatched time-to-value.

FUJIFILM IWpro is an all-in-one secure platform solution for business digitisation, provide workspace for collaboration, workflow optimisation, efficient document management of metadata and documents, and versatile cloud-based printing capabilities.

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Strengthen Collaboration Across Functions and Geographies

DocuWorks Cloud is a complete document creation, viewing and sharing solution. It acts as a collaborative workspace, making daily tasks faster and higher in quality, with an intuitive user experience accessible from anywhere at any time.
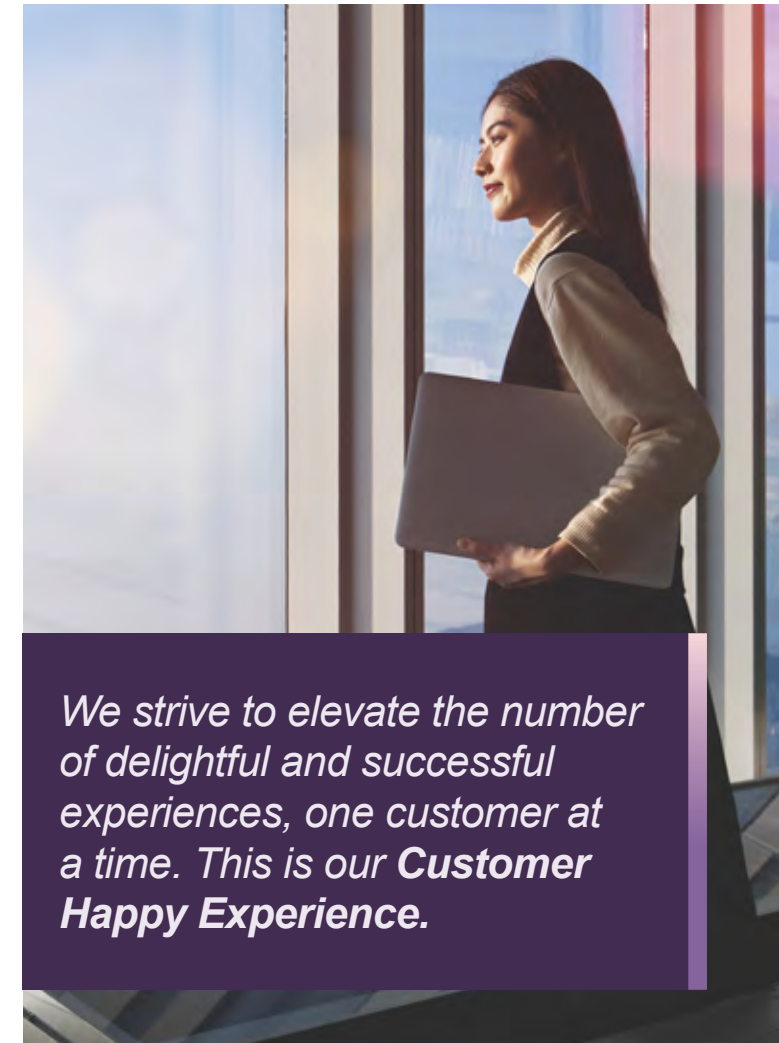
Esker is a global cloud platform that automates the cash conversion cycle such as accounts payable (AP) and accounts receivable (AR). As it optimises financial processes with automated AP and AR, it streamlines invoice handling and payment for AP and expedites invoicing and collections for AR, improving efficiency and cashflow.

Scan Translation is a software that efficiently translates paper and electronic documents into multiple languages. It not only facilitates communication, but also enhances business efficiency.

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Empower your Transformation Journey with FUJIFILM Business Innovation

With our solutions and expertise, your organisation can take the next step for lasting transformation. Discover what our valued customers say about their partnership with FUJIFILM Business Innovation.

Through our customer surveys, we've gained some incredible insights:

96%
of our customers find doing business with FUJIFILM Business Innovation a breeze

98%
of our customers believe we are the ideal innovative partner to cater to their every need

97%
of our customers would gladly recommend FUJIFILM Business Innovation for all their business requirements

*We strive to elevate the number of delightful and successful experiences, one customer at a time. This is our **Customer Happy Experience.***

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Let us help you transform your digital workflows.

Digital transformation not only enhances operational efficiency but also elevates your employee experience at work, amplifies agility and empowers data-driven decision-making.

The office technology revolution will go beyond the digitalisation of workflows – it will also lead to changes in mindset. Employees and teams must be empowered to reimagine processes and practices and adopt helpful tools that aid productivity.

At FUJIFILM Business Innovation, we're here for you: a partner in redesigning, deploying and supporting the workflows and processes essential for achieving your objectives and maintaining a competitive edge.

Get ready and stay ready for the future.
Contact FUJIFILM Business Innovation.

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