

# EMPOWER WORKERS TO IMPROVE CUSTOMER EXPERIENCE & EXCEED EXPECTATIONS

# 89%

OF CUSTOMER-FACING WORKERS SAY  
THAT THERE'S A GAP BETWEEN THE  
EXPERIENCE THEY CAN DELIVER AND  
THE EXPERIENCE THE CUSTOMER WANTS.\*

## ! CHALLENGES

- POOR INFORMATION ACCESS
- INEFFICIENT PROCESSES & SUPPORT
- OUTDATED TECHNOLOGY

## 💡 BY IMPROVING DOCUMENT PROCESS SUPPORT



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\*Source: Forrester Consulting Thought Leadership Paper commissioned by Ricoh  
"The New Workplace: Reality: Enterprises Must Capture the Soul and Spirit of the Emerging Worker", December 2013.

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