

Case study

# Arata Certified Tax and Accounting Services

## The customer

Country: Japan  
Industry: Accounting  
Members: 30 (as of Nov, 2021)  
Website: <https://iarata.com/>



## The challenge

Staff members need to input each data from customer source documents (receipt, invoice, etc) manually, but it is time-consuming process. The back-office staffs are still busy with entering data manually even though additional staffs are placed for journalizing.

## The solution

The fi-7180 collaborating with a third-party cloud service of automating entry of customer source documents.

**Significantly improves work efficiency with the fi-7180 and service automating entry of customer source documents.**

Arata Inoue, a certified tax accountant, representative member at Arata Certified Tax and Accounting Services



## The customer

Arata Certified Tax and Accounting Services has a clientele of around 300 over the last 35 years. Their clients are businesses and freelancers from local areas.

Arata Inoue, the founder of Arata Certified Tax and Accounting Services has been industrially known as the pioneer for electronic filing of tax declaration in Japan.

The office has been promoting work efficiency with documents digitalization connecting to cloud service to automate entering data from clients' documents.

## The challenge

Arata Certified Tax and Accounting Service needs to create trial balance sheets by entering each data manually from customer source documents, such as receipts, invoices, etc. The office has 30 employees, 10 sales and 20, back-office staffs. "It is very time consuming, to perform manual data entry on receipt of customer source documents in our accounting system." says Ishikawa at Corporate Strategy Division. "It takes approximately 480 hours per month for each employee in sales to manually enter data and confirm."

Another challenge is that each client has their own way of journalizing, which has brought the situation where only a specific staff who knows

the journalizing way of a certain client can deal with the client's documents smoothly. Coaching and knowhow transfer require time and costs. Even though additional members are placed for journal entries, the situation does not become better. This is because that the pace of growth in number of clients has accelerated, and they cannot cope with the increase in number of clients recently.

Furthermore, the accounting industries have been actively engaged in implementing digital transformation. Digitalization brings efficiency of workflow, and at the same time, large accounting companies reduced costs and fierce competition.

"There is an imminent need for work efficiency improvement for these situations." says Inoue.

## The solution

Arata Certified Tax and Accounting Services was introduced the "fi-7180" and a pilot test was carried out with the scanner and a third-party cloud service to automate the process for journal entry. The documents from clients are scanned with the "fi-7180", and scanned data is passed to the third-party service. After the third-party service journalizes the data with OCR and AI, person at the third-party service confirms data and returns the data to the back-office staffs in a CSV format. All turnaround within one business day. The back-office staffs send this CSV file to account software to create a trial balance sheet.

As the fi-7180 comes with automatic document size detection and document skew image correction, mixed batch scanning of A4-size documents and receipts is a breeze.

### The benefit

- Being relieved from manual routine tasks by automating data entry
- Saves cost of man hours, especially coaching and knowhow transfer
- Will reduce the time of routing tasks, led the staffs to focus on their clients and their needs

### The benefit

The pilot test of the “fi-7180” with the third-party service succeeded. Staffs need not to input much information by hand.

Without any form of digitalization, back-office staff spent numerous hours on manual data entry and accuracy checks. “The typical manual process would entail returning of client documents a month after receipt.” Ishikawa explains. “Whereas if we start using the automation process in full scale, we could achieve the same work in a matter of days.”

Arata Certified Tax and Accounting Services selected the “fi-7180” to look ahead to the future of deploying additional scanners, because fi Series Scanners have various lineups, and are sufficient with high-speed scanning and capability as well.

“We scan mixed batch including various sized documents stably with the fi-7180. Feeding error may happen only when we scan small receipts, but the back-office staffs could easily fix this and get back to scanning process soon.” says Ishikawa.

“By being relieved from manual process, we will be able to concentrate on financial consulting which we want to focus more.”

“Our goal is to reduce cost of man hour by 15% and to increase the numbers of clients by half.” says Ishikawa. “We are also aiming at achieving a work-life balance by improving work efficiency with this solution.”

### Products and services

- fi-7180
- third-party cloud service to automate data entry of customer source documents



### Conclusion

Arata Certified Tax and Accounting Services successfully reduced time spent on manual data entry using the fi-7180 and the third-party cloud service on the pilot test. As challenges to further expand digitalization practices continue, this solution will allow the firm to make significant steps forward to guide clients to success.

### About Ricoh

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