

Customer Story:

The El Triunfo Corporation Digitizes Its Way to Success

Full service Southern California accounting and consulting firm El Triunfo lauds high quality technology as a touchstone for its success.



Triumphing Over Paper

Carlos Alejandro Guamán's spacious, sunny office in Southern California is orderly and welcoming—much like Guamán himself.

Guamán founded El Triunfo—meaning “triumph” or “victory”—a full-service accounting and consulting firm, to foster growth in his fellow Latino business community.

The business advisor and author is an EA (Enrolled Agent), MBA and MSA. He launched the firm in 2008, and from those early days could see that digital workflows and paperless client services provided an improved experience and better business model.

With more than 350 interviews per year to his credit, a regular podcast, and business book, Guamán is a known business pundit and consultant across Latino and U.S. media. He believes that paperless collaboration played a critical role in his business' staying power.

RICOH
imagine. change.

Customer Story:

The El Triunfo Corporation Digitizes Its Way to Success

"We have to figure out a way that can be technology driven and at the same time we have to make sure to improve the business and tax cycle," says Guamán.

He saw the benefits of digitization for his business, and he knew his clients faced similar dilemmas. They needed help with sensible business structures and in reducing tax liabilities. Optimizing his business structure laid the foundation for the thousands of clients he now serves and to find those tax savings.

Serving Clients with a Paperless Model

Guamán's roots in Ecuador informed his business vision, to offer a path to the "American dream." He named his business after his seaside hometown of El Triunfo, Ecuador, and coaches Latino business owners that the dream begins with a sustainable business of their own. "If you're successful, you can pass it along to your clients," says Guamán.

He first saw a Fujitsu (now Ricoh) scanner advertised in an accounting journal. After doing some research, he bought it and had it for years. These days, El Triunfo has multiple fi-8170 scanners and likes the speed and ease of the business document scanner.

"If you trust the brand and also trust the infrastructure that you have in those machines—even if I can get something for free, I wouldn't take it—because Ricoh machines are heavy-duty and ready to work."

The firm now employs 16 professionals with three offshore. The scanner speed and technology ensures they can digitize tax and financial files, and have everything set for client meetings. Their remote team can instantly access files and everyone has access to search with OCR (optical character recognition) for easy data retrieval and processing.



"The Mercedes of Scanners: They don't break, they just work."

— Carlos Guamán, EA, MBA, MSA,
Founder of El Triunfo

SCANNER SCORECARD



fi Series customer:

16 years



Tech support calls:

0



Maintenance costs:

0

Continued

Customer Story:

The El Triunfo Corporation Digitizes Its Way to Success

"At the end of the day, these scanners help you in a workflow, it's just part of the process. You don't think about it, you can't be without it. Just like you have a computer, it has to be part of your workflow," Guamán observes.

Improved Business Practices

The business coach recommends procuring the best technology on the market. For El Triunfo, that includes Ricoh document scanners.

He credits his success to implementing high quality technology and training people well.

Guamán counsels business owners to provide employees with the best technology to be able to perform well. "You want to have the best...this scanner is the best," he asserts.

He also advises that a centralized multifunction printer (MFP) was not the right solution for his business. Instead, his firm invested in desktop scanners for everyone on the team. The quiet functionality, easy touch screen scanning and fast processing make the investment worthwhile.

"If there's a customer in the office, you can handle those documents faster." "Just lift a finger, and press the scanner. We're not in the business of scanning documents, that's why we have to make it fast," Guamán asserts.

El Triunfo employees like that the scanners are fast, reliable, flexible and take up a small footprint. Guamán says that in 16 years he has never needed to make a call to tech support or spend money on maintenance breakdowns.

He says his clients see El Triunfo's technology set-up and how well it works and often will buy the same technology and software.

The only drawback has nothing to do with the scanners.

"Sometimes you get too attached to it, and you don't want to exchange it for something new," Guamán laughs.

Demo High Performance fi-8170 DesktopScanner



- ✓ Fast, double-sided scanning of up to 70 ppm
- ✓ Intelligent paper protection
- ✓ Industry leading image quality
- ✓ Uninterrupted workflows

[Learn More](#)

From Fujitsu to Ricoh Document Scanners

"If you trust the brand and also trust the infrastructure that you have in those machines—even if I can get something for free, I wouldn't take it—because Ricoh machines are heavy-duty and ready to work."

— Carlos Guamán, EA, MBA, MSA,
Founder of El Triunfo