

# Welcome to Crown Records Management



The Information You're Looking For.

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## A Partnership ensuring Continuity

Records Management is about more than just storing records. It is about reducing the risk of misplacing critical information while maintaining prompt access and control. Business activity cannot be interrupted every time a document is needed. A coherent process for managing business information is crucial to the success of any business.

To meet these challenges, organisations today need a business partner with both the technology and the facilities required to provide the necessary support. Crown Records Management not only brings cutting edge barcode technology and a network of state-of-the-art facilities worldwide to a partnership with its clients, but more importantly flexibility in service delivery.

Crown's services are tailored to meet the specific needs of its clients, and Crown's records management centres operate as a true extension of its client's offices. A partnership with Crown Records Management ensures that continuity is maintained throughout the entire business information lifecycle.

# Your Records will continue to be...

At the core of Crown's service is a solid commitment to maintaining the security and confidentiality of your documents.



## Easily Accessible

Files and documents managed by Crown will remain easily accessible at all times. Simply request the document you need via the internet, by email, fax or phone and Crown will deliver it quickly and efficiently. Delivery times are agreed upon from the start, and can be on a same day, next day or other basis, depending on the needs of the client.



## Secure and Confidential

At the core of Crown's service is a solid commitment to maintaining the security and confidentiality of your documents. As well as the physical security enjoyed at Crown's facilities, all Crown employees adhere to strict security measures. On the client's side, only individuals that have been expressly authorised by their company may request services or gain access to files.

# With Crown, you will benefit from:

## Facilities Worldwide

Crown Netherlands is part of Crown's network of over 250 offices spread in 52 countries. Each Crown facility is designed to ensure the secure storage and management of all business information, and guarantee optimal environmental conditions for records storage and prompt retrieval.



## Modern Barcode Technology

Crown's clients benefit from a barcode driven document management system which provides full audit and tracking throughout the Netherlands. All items within Crown's centres have a unique reference. Whether it concerns a single office in one city, or an organisation that spans many countries, Crown can identify any document held in any facility, allowing full visibility. Audit accountability allows Crown to instantly identify when a document was last requested and where it was delivered to, among other things.



## Cost-effective and Flexible Service

Crown Records Management provides services that are tailored to meet the unique needs of each customer. Crown's Records Management Specialists will assist you in developing the records management strategy to best suit your needs. Whether this means managing records within the client's premises, or within one of Crown's records management centres, all solutions are aimed at maximising operational and cost-efficiencies.

## Quality Account Management

In agreement with each Crown client, a dedicated Crown Account Manager will establish Key Performance Indicators to effectively manage the quality of the services provided. Crown offers its clients one point of contact, and the Crown Account Manager will send regular updates and reports on the activity of their records, along with the quality of the service provided. Crown's CRM system gives Crown the ability to set processes and procedures for customers across multiple regions.

# Crown's Services

In addition to Document and File Management services, Crown can also offer you assistance with:

- On-Site or Off-Site Document Storage and Management Services
- Online Tracking & Monitoring Services
- Records Management Consultancy Services



## MANAGING PER → FILE

Files can be managed individually either from dedicated file management racking or as files from special file cartons. Prior to being loaded into a specific location, individual files are catalogued onto the computer system using, as a minimum, Crown's unique barcode reference, the client's own reference (if applicable), and a destruction review date. In this way, the client is always completely aware of every single file within Crown's care.

## → DOCUMENT

Individual sheets of paper can be retrieved by clients and either accessed via an 'image' solution or by facsimile transmission. Understanding where a single sheet of paper is within a file, the client can request this item, or multiple items, to be retrieved. Such transactions are barcoded using a process called Transport File-Folder(s) (TFF's) to ensure full audit accountability and all actions are recorded within Crown's systems. There is no need for the specific document to leave Crown's facility unless it is specifically requested.

## → BOXED DOCUMENT

Whole cartons of documents can be processed and placed into storage with Crown as a single item. During the initial intake programme, Crown will, as a minimum, list the unique barcode reference, the client's own reference, and a destruction review date. All cartons are individually scanned into specific locations within Crown's facilities so that the location of a particular carton can be identified instantly. Documents are requested by the box and delivered on a next day basis as a standard.

For More Information, contact:

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