

Case study: Professional Services, UK

Background

For more than ten years, this global building design consultancy has been the customer for a global facilities management (FM) company. Throughout this time, the local FM manager had analyzed and improved the range of services he provided to his client – always looking for new opportunities to deliver innovation and value to them.

On this occasion the FM firm acted to find a records management service that would offer additional value, efficiencies, improvements and technology application in support the consultancy's needs.

Problems

The design consultants were using an off-site storage company based in Leeds. This centre acted as sole repository for the records from all of the firm's then 22 office locations in the UK. The location and the lack of infrastructure, made delivery to the firm's head office in London (some 300 miles away) and the other 21 locations intermittent. The service also lacked any visible audit trail, had no barcoded tracking or reporting and no online interface.

The Solution

Local access and deep storage

Crown identified an opportunity that would not only replace the storage service, but one which was able to offer a full records management service with costs savings, process efficiencies, improved management information and the much needed technology improvement of an online portal.

Following discussions to understand the ideal shape of the service, the Crown team was able to propose a two-tier solution. The proposed service comprised local storage in the same locations as the firm's offices for records in regular use and 'deep' storage, for the older records, which were infrequently accessed, at a more economic storage rate.

Crown produced a schedule of work to train staff to manage their record transactions on the web-based portal. We also transferred 20,000 boxes from the former supplier over three months.

A feature of the system design which tracks data entry ensures entries are accurate and valid. This saves time and underpins the future value of the archive.

Benefits

Crown's new service offered a clearer pricing format and a common operational process with guaranteed service level responses and management report updates.

All of Crown's UK facilities conform to ISO 9001, 18001 and 14001, and are underpinned by processes that ensure service consistency and health and safety standards, which together aided the clients ability to demonstrate compliance with regulations.

The local storage service provided a same-day or next-day response. It also reduced transport needs saving fuel, reducing emissions, and, not least, delivery charges.

The online portal gave the firm's employees ownership of archiving – reducing administrative time and cost to the client, as well as providing a traceable audit trail of all archive movements.

Additionally, the firm asked Crown to set up a second web-based service, bespoke to their London head office users' needs, so they could improve work practices.

The whole operation is much more efficient as it also flags the destruction of records at the end of their life cycle and within the contract term. The client was also able to return previously dedicated head office staff and time spent on archives to core activities.

The feedback from the firm has been excellent. The design, delivery and installation of the solution received a very positive response from their management team.

They are happy that the new service has resulted in obvious improvements, and that their staff have responded well to the new service, confident in its operation and in how their records are managed.