

## Case study: Law Firm, International

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### Background

The burden of compliance concerning client files, made heavier with increasing HR paperwork and financial documents, leaves law firms with a big headache.

### Problems

The client has expanded greatly since its beginning in 1989 and now employs more than 1,000 people worldwide. Amongst its nine UK locations, it was using 6 different providers for records storage as well as an in-house archive facility. But variable service, costs, referencing systems and retrieval processes, left the firm struggling to manage its documents efficiently. The situation also meant that it had no overall control of its records, making auditing and compliance a lengthy and frustrating process.

### The Solution

#### Consolidation

To overcome these challenges, the client decided to entrust its entire records management to one company. Following an exhaustive selection process, Crown Records Management was awarded a five-year contract.

From the outset, an account manager and project manager were appointed to produce a plan for the transition of service and ongoing delivery. Time was spent with senior management to understand the direction of the company and the legal sector more generally to ensure our service met the client's needs and those of legal compliance.

The first task was to understand the specific needs for each office and structure the account to ensure that both invoicing and management information could be supplied in a format to support business objectives.

A road show was organized to visit staff in all locations to introduce Crown and outline the services offered. Regular meetings between Crown and the client during the transition process ensured prompt identification of any issues.

#### Transition

Within a week, Crown began transferring some 75,000 individual items, including archive boxes, tapes, deeds and loose files to seven of its facilities sites around the UK.

Crown's service means that all offices receive scheduled deliveries and staff can also access hard copies of files in an express service. What's more, everything is fully tracked by bar code and the client can manage its records online, making audits and compliance much easier.

The client's Records Manager was delighted with the results: "We know exactly where a particular file is at any given time and receive alerts whenever a record is due for destruction, meaning we keep all documents for the correct amount of time, in accordance with the various requirements covering different types of information. The whole operation is much more efficient."

## The Result

The customer's expectations were surpassed: the changes resulted in savings of 15%, while still enabling the client's offices to store records locally, and benefit from standardized tracking and retrieval processes.

The client benefits from having a simpler service, with one process, and a service level agreement applying to the whole of the UK. The client has a single inventory management system and fast web access. The consolidated supply chain makes it easier for the client to control information, has led to lower administration costs and, more ensures compliance with legal regulations.