



CASE STUDY

An insurance company moving their files from a self-storage unit to a secure record centre



The Industry

A UK-based insurance company were paying for 500 boxes of sensitive files to be stored in a self-storage facility as they simply did not have the office space to store them onsite. Using the self-storage facility certainly cleared office space, however the company soon encountered a number of problems.

ADDs visited the storage unit and devised a plan to deal with the issues they faced.



The Challenge

A disorganised storage room

As soon as the File Queen walked into the storage room, she identified the following issues:

- ! No racking /shelving meant that low-quality boxes were piled on top of each other, often collapsing and damaging the files inside them
- ! No file tracking system or labelled racking meant that staff were removing files but returning them to the wrong location

Limited access to files

Although storing their files offsite cleared office space, many of these files were still active and needed to be accessed regularly or at a moment's notice. The self-storage unit was far from ideal:

- ! To access a file, staff would have to travel to the self-storage unit, which was inconvenient and time consuming
- ! When they got there, the lack of racking and file inventory meant that they couldn't easily locate the files they needed - they would often have to move heavy, stacked boxes to find them

Lack of safety measures to protect their files

The storage unit did not have safety measures in place to protect their files:

- ! Self-storage units are prone to mould, mildew and pest contamination due to poor insulation
- ! Anyone could access the self-storage unit – in fact, people were coming and going all day and there was only the limited security of a padlock protecting their files
- ! They had no control over what was stored in the room next door – hazardous and/or flammable materials could have been stored metres from their files



The Solution

A file-tracking system

Unlike the self-storage unit, ADDS' record centre incorporates technology and systems that allow for a records retention inventory to be professionally managed:

- ✓ Firstly, ADDS re-boxed any damaged boxes with high-quality ones
- ✓ Each file in every box was catalogued by a screened professional, then given a unique barcode label and assigned to a specific location on racking
- ✓ Next, the barcoded files and boxes were integrated with an inventory management database, ActiveWeb, providing a full inventory of files. Combined with ADDS' Scan on Demand service, each file could be edited and shared at the click of a button

The ADDS record centre has eliminated wasted time and resources required to locate and retrieve documents. Furthermore, records can be requested at any time and then delivered directly to the company in a GPS-tracked vehicle, or sent directly to their workstation with ADDS' Scan on Demand service.

Retention scheduling

ActiveWeb allows the company to enter review and destruction dates for each of their boxes or files. When the boxes or files are no longer required, ADDS destroys these documents securely, then provides a Certificate Of Destruction.

A safe and secure record centre

The ADDS record centre minimises the threat of unauthorised access and safeguards documents at all times:

- ✓ All boxes are stored on high-density racking systems
- ✓ Only business documents are stored within the facility
- ✓ Flammable and hazardous materials are prohibited at all times
- ✓ Access to files is strictly limited to authorised, uniformed employees



The Result

- ✓ Each file has a precise location and can be tracked at all times, providing a full inventory of files
- ✓ Easy / quick access to files
- ✓ Retention schedules in place, secure destruction of files when necessary and Certificates of Destruction to prove GDPR compliance
- ✓ Files stored securely offsite in a record centre with high security levels
- ✓ Savings of up to 40% in storage costs

