

Records Management

Services
FOR Business

CORPORATE OFFICE ADAPTS TO INCREASED ADMINISTRATIVE AND CUSTOMER SERVICE DEMANDS WITH FILE ROOM RENOVATION

CHALLENGE◆

The regional office of a major communications provider stored critical documents from several departments in a secure file room. Human resource files, corporate finance records, customer files, and blueprints overflowed from a maze of cabinets, and were difficult for staff members to locate. The company searched for a partner to overcome these challenges:

- Equip the file room with the means to store company records more effectively instead of occupying additional office space
- Enable the future inclusion of records from additional departments
- Improve staff efficiency by reducing the amount of time spent locating and retrieving records
- Address each departments' filing methods and storage needs separately

SOLUTION◆

A Central Business Group representative redesigned the space using high-density mobile shelving and a customized blueprint storage and workspace counter. The end panels of the shelving were personalized by staff members, transforming the once neglected file room into an office showpiece that more than tripled their filing capacity.

Each department had a unique label design developed and shelf space allocated based on their individual requests for filing, storage, and growth. Then, Records Management Services (RMS) Project Managers lead a team of file clerks in the conversion of the various departmental records using color-coded side-tab folders. The additional space and easily read labels meant the workers could spend more time using their records, and less time filing them.

The RMS team returned to convert the files from other departments when the company consolidated the operations of a nearby site location. By using a phased project approach, RMS was able to maintain the progress of the overall business initiative while reducing the impact on capital expenditures.



"I used to hate coming into the file room. Everything looks so nice now, and I can actually find what I'm looking for."

—Corporate Accounts Manager



Records/Data Conversions

CBG can oversee your records conversion project while minimizing interruption to your current operation. Services include barcode, RFID, and color-coded labeling conversions, top-tab to side-tab folder conversions, database development, and consolidation/merging of multiple records into one centralized storage system. Also, electronic data can be manipulated to match the preferred format of your current systems. The newly generated or converted data then becomes even more accessible and valuable when combined with other conversion services.

Professionally Managed Relocations

CBG understands that the timely relocation/consolidation of files, with minimal operational interruption, is critical during a time of transition. We'll help you to maintain productivity by professionally handling your file relocations, including mapping record locations, sequencing and labeling each series, unloading, transporting and reloading storage components, and conducting ongoing audits to ensure an accurate transfer.

Records Retention Planning/Disposition

Records retention consulting programs from CBG are designed to reduce the number of non-critical records in your active inventory, comply with regulatory and legal obligations, and increase the overall efficiency of your records system. We can provide records retention expertise and technology solutions that enable archiving, schedule planning, and data disposal. By implementing a records retention schedule and management system, overhead costs and liability can be reduced and efficiency increased. Additionally, if you need assistance implementing an existing records reduction or data destruction program, our Records Management Services Specialists will help you identify and purge excess materials or recommend files for inactive storage, thereby lowering the cost of future conversion, storage, and document imaging initiatives.

Document Imaging

From document preparation through scanning and document storage, we can transform page quantities ranging from hundreds to millions into digital images on-site or off-site. Our integrated document imaging solutions increase efficiency, reduce storage and transportation costs, enhance customer service, and create critical backups for disaster recovery.

Records Management Consulting

When a client is looking for expertise in developing a plan for their records management program, we can provide a needs assessment by identifying business processes and document lifecycles, research and recommend a retention schedule, identify and analyze future technology needs, and detail an implementation process that will ensure the program is fully and efficiently utilized by all.

File Room Management

Some of our clients have the need to outsource their electronic or paper records management functions, either on a full-time or part-time basis. We can provide regular on-site support for ongoing re-filing, purging, labeling, data verification, or any other daily system management needs.

Total Integrated Solutions

Professional Services

- Records/Data Conversions
- Database Development
- Professionally Managed Relocations
- Records Retention Planning/Disposition
- Records Management Consulting
- File Room Management

Filing Systems/ Technology

- File/Asset Tracking
- On-Demand Printing & Labeling
- Barcode and/or RFID
- Document Preparation
- Document & Process Workflow
- Document Imaging
- Filing Supplies

Storage Solutions

- Mobile
- Rotary
- Static Shelving
- Linear/Lateral Cabinets
- Multi-Media Shelving
- Modular Casework
- Modular Rail & Bin Storage
- Personal Storage/Evidence Lockers

PLAN. ORGANIZE. PERFORM.

Improving your organization's productivity.