

Records Management

Services
FOR Government

CITY GOVERNMENT GREATLY ENHANCES OPERATIONAL EFFICIENCY THROUGH FILE SYSTEM REDESIGN AND TRACKING SOFTWARE

CHALLENGE◆

The Department of Building & Housing for a northeastern Ohio City had amassed a volume of records spread across three floors of City Hall. Public records requests would typically take hours or days to fulfill, due to a variety of classification methods that needed to be researched, and the improper refileing of records. Their greatest challenges included:

- Improve access to the most recent and actively used records
- Identify the location and activity of records more effectively
- Limit liability of records stored in flood-prone areas of the building
- Utilize taxpayer dollars effectively by partnering with a State and Federally-approved vendor

SOLUTION◆

A CBG representative worked with the City Architect to develop a remodeled office floor plan that included seating and work areas, and a high-density mobile storage system that could house the equivalent of 100 file cabinets and 10 microfilm cabinets in 1/4th the floor space. This eliminated the need to store frequently accessed records in unmaintained areas of the building. Only CBG was able to provide a cost-effective turnkey solution that included services and equipment through its GSA and STS contracts.

The Records Management Services (RMS) project team placed over 80,000 files into side-tab folders with color-coded labels containing barcodes. The classification and order of the records was then changed to better match the types of daily requests the staff received. By color-coding and grouping the records effectively, the staff was able to pick out misfiles with ease.

Finally, RMS Technical Analysts installed exclusive records management software, enabling the City to track the location and status of any barcoded record, generate new folders and labels on an ongoing basis, and automatically notify users of past-due file activity. By making the City's records and information conform to their needs, the overall efficiency and service to the public was dramatically improved.



Before

"It used to take us days to find all of the files for some of the requests that came in. Now it only takes a few minutes."

—Records Manager, Department of Building & Housing



After

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.