

Records Management

Services
FOR Financial

A COMMUNITY BANK IN SANDUSKY, OH ACCOMMODATES RECENT ACQUISITIONS BY CONVERTING AND MERGING RECORDS

CHALLENGE◆

A Community Bank in Sandusky, OH acquired two other lending institutions and needed assistance consolidating critical customer and employee files within its operations center. These critical files were scattered across site locations throughout the state, creating the following challenges:

- Need for “White-Glove” relocation services to Sandusky
- Adherence to merger rollout deadlines
- Transfer of record accountability to match employee responsibilities
- FDIC audit regulations
- Difficulty/inability to produce accurate data relative to file information
- A fragmented Operations Center file room that housed a variety of inconsistently labeled folders acquired through previous mergers

SOLUTION◆

The Records Management Services team was able to quickly address the main concerns of the client by providing on-site services for the files at the newly acquired locations. Records were converted and relocated to the bank’s Operations Center within a one-week timeframe, preventing any loss of staff productivity while complying with FDIC audit regulations.

Then, using advanced search criteria, the Records Management Services team manipulated data mined from the bank’s database to retrieve information on critical files that were not identifiable by the bank’s software. Any remaining active files were hand-keyed and added to the host database, creating a complete, consolidated, and searchable source for all file information.

Finally, uniform color-coded labels containing barcodes were printed and applied to the folders. The previously fragmented filing system was consolidated and shifted to allow for even growth—maximizing the security, staff productivity, and overall efficiency of the file room. The barcodes further allowed the bank to enforce retention schedules and track file activity using software offered by Central Business Group.



“I wasn’t aware that you offered that service; that sounds great!”
—Credit Delivery Manager

“Everything went very smoothly.”
—Loan Operations Assistant



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.