

# CASE STUDY: PUBLIC SERVICE, U.K.

## Background

This public sector organization kept its own a facility for storing documentation. The process was managed by a team of staff, with daily deliveries and collections from each of their many offices across the City of London.

### Problems

Storage facilities were reaching capacity at 70,000 cartons, and space is hard to find in easy reach of the City. It became necessary to establish a relationship with an appropriate Records Management provider to complement existing facilities and add capacity.

## The solution

### Finding value in reorganization

Crown's proposal was to assist the customer in identifying the less-frequently moved information, in order to provide capacity and to minimize cost.

Crown captured information for each item, to create a detailed inventory. The long term value of the inventory is that it makes it possible for the client to track ownership of items to different departments, and thereby to account for them more clearly.

We also provide management information to track high-activity items, so as to flag necessary possible changes to storage locations and save money on transport.

Crown and the client's people worked together throughout the project including at the planning stage in order to complete the it on time.

The service is on a request-only basis (although the frequency is almost daily), and is coordinated to ensure that our vehicle arrives at the customer's data center well before their vehicle sets off to provide the service to their offices.

The essence of the service lies in the flexibility of Crown's capacity – it's a 'bolt on' storage and management service. We monitor the service and ensure that, as their data center reaches full capacity, Crown can quickly react and undertake an additional transfers.

## The Result

The obvious benefit is that our customer has not had to invest in any new land, property or facilities to enable them to comply with document retention legislation.

The service provided by Crown matches their in-house service to ensure that their departments are unaware that their documents are held externally. Through our made-to-order services, they can retrieve their documents just as easily as before.

*The power of memory*

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