

Document Management - Physical Storage overview

Managing your archives effectively can bring you a host of business benefits. It not only ensures you remain compliant with regulations around records retention, but also enables you to access important information as and when you need it, whilst addressing the major issues of storage management.

We provide scalable document storage designed to accommodate efficient and timely access to both physical and digital records. Offering live file storage supported by scan-on-demand services, so you can access critical information quickly.



Document Management Physical Storage - How it works

Storage & retrieval

Your documents will be stored in our secure records management warehouses, managed by experienced security screened staff working to ISO certified processes.

By using our own collection and transportation service, you can be assured of safe passage for your documents. There will be a clear chain of custody from collection through to the records being deposited into our warehouse.

We use a warehouse management system (WMS) which provides secure, easy, quick, online access to your complete records inventory. Developed to make it easy to search for information and place orders, for rapid access to material in hard or soft copy.

Indexing and audit

File level indexing and auditing offers a long-term solution to the problems of document storage and organisation, giving you better control and access to your information.

By indexing and auditing your box holding you'll benefit from:

- Having a clear understanding of what and how many files we are storing
- Files having individual retention review dates (and in turn individual destruction dates) instead of a box level retention date. This could mean that files inside the box breach GDPR rules if the retention date on the box is far beyond the file retention dates
- A complete box audit to ensure you are paying for the storage of full boxes and not half empty ones

Benefits

■ Consolidated secure storage

Store all your records under one roof, in a secure ISO environment, saving you valuable space at your offices

■ Improved tracking

All your files and boxes are barcoded and registered onto our Warehouse Management System so you can keep track of your records

■ Authorised records accessibility

Authorised users can recall any file or box from storage and we can digitise its contents and send it electronically or arrange for the hard copy to be sent to you

■ Compliance with document retention legislation

We can support you to ensure compliance with relevant document retention legislative requirement

■ Secure destruction

Secure destruction of hard copy documents with a full audit trail

Proactive document & capacity management

We can support your business needs to ensure that your records management policy is being followed and is compliant with the law.

By digitising your documents and storing them in an electronic document management system, you can manage this procedure much more efficiently and be able to provide a clear auditable trail.

We can assist with your compliance in a number of ways. When storing your boxed documents/files we ensure that they have a valid review date applied so that all files are regularly assessed for further retention or destruction, ensuring files are only being stored for as long as is legally required.

Additionally, we can offer an auditing service, whereby we review the contents of the files to ensure compliance to your records retention policy. This can often dramatically reduce the size of files and in turn reduce your box holding and therefore the overall cost for storage.

Destruction

We log each file into our WMS on arrival and will attach a review date to each record; a note of this will be made both on the box and within the system.

These dates will be in line with your records retention policy and we will inform you each month which records have reached their review date.

In some circumstances it may be necessary to retain a record for longer than the defined retention period. In such cases you can choose to extend the retention period.

We will obtain your approval before action is taken to permanently destroy a record at the end of its retention period – we will never destroy records without your sign off.

Documents are destroyed in a timely and secure manner to Security Level 3 by accredited resource. Our disposal solution recycles the shredded material, which is sent to be pulped and is never sent to landfill.



Certified to

- ISO 9001
- ISO 14001
- ISO 22301
- ISO 27001
- ISO 45001
- BS EN 10008
- BS EN 15713

Find out more at:

www.capitaintelligentcommunications.co.uk

Or contact us at info-cic@capita.com

020 383 90199