



FILE ARCHIVING CASE STUDY

File Archiving A Study in success.



The Client

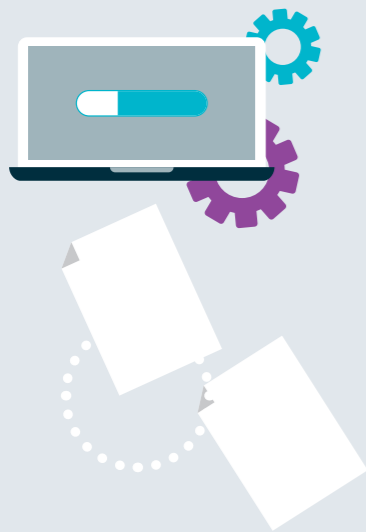
Various Finance and Healthcare companies.

International Finance Co - 1

File scanning, archiving and retrieval services

The Assignment

- Client generated over 1,000 new finance files per month
- Client had been scanning files in-house, then packing and cataloguing boxes
- Client used the services of a multinational storage company
- Client had a high retrieval requirement for daily operations and frequent internal and external; audits
- Scanning, archiving and file retrieval continued to be time-consuming and problematic



“Client benefits through reduced costs, improved speed, quality and reliability of service.”

Results

Client transferred all records to TIMG and outsourced entire file scanning and archiving processes.

TIMG:

- collect and scan files on weekly basis
- barcode and index each file
- provide images within 2 days for upload to client’s EDMS
- Retrieve and deliver files upon demand
- Client benefits through reduced costs, improved speed, quality and reliability of service

International Finance Co - 2

File storage and management services

The Assignment

- Client had been using the services of a multinational storage company
- Client generated over 500 new files per month
- All packing and cataloguing performed in-house
- File retrieval was slow and with increasing incidences of files unable to be located

Results

TIMG designed a solution appropriate for the client’s file intensive, high-activity environment.

Client transferred all records to TIMG:

- collected 2,000 boxes from the existing vendor
- Investigated and resolved inaccuracies and deficiencies in data
- Provide ongoing file archiving, storage and retrieval services
- Eliminated incidences of files unable to be located

“TIMG designed a solution appropriate for the client’s file intensive, high-activity environment.”



Insurance Brokerage

**File storage and management services;
Web based records management**

The Assignment

- ♦ Client had over 2,000 boxes of insurance files off-site in storage with local storage company
- ♦ Client was considering bringing the storage back in-house as system wasn't working satisfactorily
- ♦ All packing and cataloguing performed in-house by each department:
- ♦ Method of cataloguing varied by department and person performing cataloguing
- ♦ No centralised database of files
- ♦ File tracking was imprecise and retrievals slow and not reliable

Results

TIMG designed a solution to provide precise and systemic cataloguing of files through on-site template or web-based form.

Client transferred all records to TIMG:

- ♦ Designed on-site and web-based file cataloguing template to provide structured indexing of files
- ♦ Collected 2,000 boxes from the existing vendor
- ♦ Investigated and resolved inaccuracies and deficiencies in data
- ♦ Client catalogues, tracks and requests retrievals via web

**“Client catalogues,
tracks and requests
retrievals via web.”**



IVF & Reproductive Health Provider

**Engaged to collect, barcode and catalogue
15,000 IVF patient files**

The Assignment

- ♦ Client is a high profile IVF service provider
- ♦ Client had been using the services of a multinational storage company
- ♦ Discrepancies in cataloguing by the Client and storage company meant that the inventory could not be relied upon
- ♦ Long delays and high incidence of files unable to be located

Results

Client engaged TIMG to re-catalogue all medical records.

- ♦ Transferred 2000 boxes from previous storage company
- ♦ Proceeded to barcode and index 15,000 IVF patient files
- ♦ Located missing files and resolved errors in inventory
- ♦ Service 6 clinics
- ♦ Deliver files upon demand
- ♦ Provide ongoing archiving services

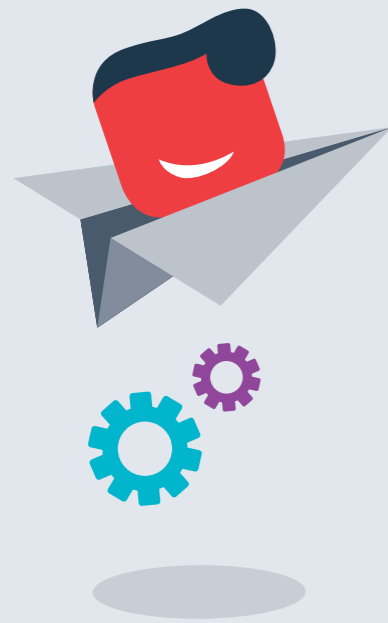


National Healthcare Provider

Engaged to collect, barcode and make accessible 6,000 boxes of health records

The Assignment

- ♦ Records stored in over 30 medical centres and in various in-house and outsourced storage locations
- ♦ Records originated from acquired, currently operating and previously closed medical centres resulting in high variability in the style and quality of archiving practices
- ♦ Records to be removed from medical centres with minimal disruption to client's staff and patients



“Files retrieved and delivered on a daily basis.”

Results

- Consulted with all medical centres to understand archiving history, practices and existing difficulties
- Designed an indexing framework as a basis of operation across the client's network
- Tailored solutions to address needs of individual centres
- Completed relocation and discovery within 8 weeks
- Files retrieved and delivered on daily basis
- Continue to perform annual culling and archiving

National Property Advisory Firm

Large scale archives removal, detailed discovery, storage and management services

The Assignment

- ♦ Client stored 2,500 boxes of records in a city building
- ♦ Inevitable difficulties with managing records and an absence of precise audit trails made retrieval increasingly difficult
- ♦ Space constraints

Results

TIMG removed 2,500 boxes from a city building in one all-night operation.

- Provided all staff and materials for the transfer
- Performed detailed discovery of every file within the 2,500 boxes
- Provided electronic database for clients use including:
 - ♦ Files received
 - ♦ Files on client data base but not received
 - ♦ Files found but not on client database

“TIMG removed 2,500 boxes from a city building in one all-night operation.”



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