



DOCUMENT STORAGE CASE STUDY

# Offsite Document Storage Solutions

## A Study in Success

### The Client

A multinational corporation specialising in insurance and risk management services. With its Headquarters in the US and its Head Office for Australia located in Sydney, this company had close to 30 offices.





## Customer Case Study

# Offsite Document Storage Solutions

### Challenge

The client's previous provider was unable to adequately ensure the confidentiality and protection of records for the company. There was no cataloguing system, ensuring accuracy of box locations and the tracking of items. Searches were not possible across both boxes and files. Details of historical data on stored items could not be accessed.

### Solution

TIMG's in-house developed software, Coalesce™, was customised to suit the specific needs of the customer. This included mapping hundreds of cost centres to the item tracking software and ensuring that users have access to specific departments. The solution included a high focus on security and user roles which ensured

that roles within the organisation were mapped within the software. Administrators within the organisation are now able to control user access to different items according to internal security protocols.

In the words of the National Procurement Manager: 'We had a redundant system. TIMG was able to provide a solution to fit our needs perfectly.'



TIMG took it in their stride to ensure that the transition went as smoothly as possible. Whilst there were some delays, the professionalism of the staff at TIMG ensured that they were more than capable of overcoming any obstacles that may have been thrown their way.

I have found that from the Account Manager to the field staff everyone has been friendly, helpful and have understood our business processes.

| The National Procurement Manager

### Results

The cataloguing procedure progressed smoothly from the very start. This ensured validity of all data entered. TIMG created multiple customised profiles, which matched the descriptions required for both boxes and files. This allowed them to be mapped to the item tracking software. Once complete, all that remained was the physical relocation of the boxes and files to TIMG's premises.

### Summary

TIMG has improved this client's offsite records processes creating peace of mind. Over 1.1 million data records have now been successfully migrated, with the ability for dozens of users to continuously and simultaneously add to the database on a daily basis. In addition to this, close to one hundred cost centres in different locations have been added. There are now more than one hundred users mapped to various departments with their unique security permissions.



We had a redundant system. TIMG was able to provide a solution to fit our needs perfectly.

| National Procurement Manager

### The National Procurement Manager's conclusion:

**Coalesce™ is a very user-friendly system that solves all of my archive system requirements, even when my business structure is more complex than a standard corporation would usually have; Coalesce™ is able to resolve all of my issues. Compared to the previous system we had, I would say Coalesce™ is compared as 10:1.**





We believe spectacular service  
from people who understand is  
what truly makes the difference.

Get in touch with your local team of TIMG experts  
and find out how we can help organisation.



**Discover how TIMG can help your business.**

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