

# Finance sector case study

## Archiving and Records Management solutions that helped a Bank keep its customer data safe and retrievable at the touch of a button.

### The Problem

"Because of new FSA regulation and increased pressure to audit and control information within the banking world, we as an organization needed to have a robust, efficient and audit proof solution in place. Because of the nature of our business, we needed everything effectively logged and recorded but also have the flexibility to retrieve it as and when we need it. The existing supplier we had in place was very much a storage provider and didn't have the technology or experience we needed to handle the complexity of our Records Management requirement as it grew and as pressure mounted on us to have robust systems in place. We needed to look for a new supplier."

### The Solution

"Filebase tendered for our business and won as we felt they had the right blend of professionalism and care to be trusted with our records. Following a very efficient project removing records from our existing supplier, they put in place a system with our team that involved the immediate archiving of old records as well as the ongoing collection and archiving of newly generated records. This worked really well and meant that the existing back log was reduced immediately, freeing up office space and reducing pressure on the team. They also gave us access to their Digital Centre which meant we could access and view our records online – this made the retrieval of files far easier than it was with our existing supplier."

### The Result

"We can now relax in the knowledge that our records have been properly archived, bar-coded and logged. We know that we aren't wasting time and space managing this internally but are leaving this to the experts. The retrieval of records with Filebase is also far easier and quicker than it was with our previous supplier and the level of service is incomparable. We get looked after really well and love dealing with their team."

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