

Small Business case study

How an outsourced Records Management solution improved the productivity and reduced costs for a small legal firm in Newcastle city center

The Problem

"I decided to start up on my own 2 years ago and broke away from a larger firm. With our office space being so restricted, managing our documents and client files has been an eternal battle. As we have grown, it became really inefficient to use valuable office space for storing inactive files and case notes so I decided a storage solution would be sensible. Because I wasn't sure I could afford a proper Records Management Solution, I looked into self-storage providers, but I had real concerns about the quality of the environments and the lack of assurance."

The Solution

"By chance, I met one of the Filebase senior team at a networking event and discussed this with him. He came out to see my office and shortly after prepared some costings based on what he thought I would need. Because I was a small operation, he tailored the proposal to account for my service requirements and volume of records as part of a small business arrangement that they do. It was far more reasonable than I thought it would be and within weeks they had sent people in to extract my records, archive, bar-code them and put them onto their Digital Center for me to retrieve. It was such a simple and painless process."

The Result

"I now have one less thing to worry about, I know my records are accessible within the hour should I need them and have the peace of mind knowing that they are being properly looked after. It's also freed up office space for me which is ideal as I'm starting to recruit for another solicitor and it has reduced the amount of time my assistant has been spending trying to organize an internal system. I was surprised this kind of a solution could be had for a firm my size but Filebase were fair, flexible and they were happy to look after us."

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