

Using Lifecycle Management to help one of the North East's leading universities manage the throughput of thousands of student records in a cost efficient and secure way.

The Problem

"We have been with FileBase for many years now and as they have grown, so have we! They look after thousands of our student records, these grow year on year and FileBase continues to support us in storing and managing them. The problem came from not knowing which records we should destroy and what we should be keeping – as a result, we were not really controlling the number of records we held and were not being as efficient as we should."

The Solution

"FileBase introduced us to Lifecycle Management, a program they implement whereby they proactively come to us and let us know when our records are due to be destroyed rather than us having to trawl through data to do this ourselves. Their team notify us and provide paperwork, once this is approved they destroy the records at FileBase, recycle them and then give us a certificate. They also notify us as and when records come in without destruction dates, this helps us manage our staff and ensure that all the necessary information is recorded to ensure Lifecycle Management works as it should."



The Result

"We now have a process in place that is preventing records ageing and being left to gather dust. The Lifecycle Management program ensures we have an effective retention policy in place, destruction dates are recorded and records are shredded at the right time. All of this means we have a compliant and more cost effective solution in place than we used to and when it comes to auditors, we can tick all the boxes. We aren't just putting stuff into storage any more, FileBase have helped us have a proper Records Management policy."

"Lifecycle Management is preventing records ageing and being left to gather dust. The Lifecycle Management program ensures we have an effective retention policy in place, destruction dates are recorded and records are shredded at the right time. All of this means we have a compliant and more cost effective solution in place than we used to and when it comes to auditors, we can tick all the boxes. We aren't just putting stuff into storage any more, FileBase have helped us have a proper Records Management policy."

Senior member of the Estates Team for a leading University

