



RECORD MANAGEMENT SOLUTIONS

Never before has the protection, classification and access to your company's intellectual property been this easy.

Scenario

A major Australian manufacturing company headquartered in Melbourne, a subsidiary of a major global manufacturing company, requires an intelligent and user friendly system to access both current and archived documentation.

Challenge

The company had no corporate system to manage electronic documents in accordance with its policies, business, legal, and accountability requirements. As a result, the company had no effective control over the storage, retention and disposal of these records, particularly for "unstructured" (i.e. non-database) records. These records accounted for as much as 80% of all electronic data.

Corporate electronic records, including key e-mails, could be deleted or modified without being printed or otherwise retained. The company's policy of minimising storage space for electronic records, including e-mails, contributed to this risk by forcing users to delete key records or save them to non-corporate systems.

There was no central system to record the existence of any type of individual paper "file", although several formal file types existed.

The processes involved in locating and retrieving both electronic and paper records was complex and difficult. There was a high risk of permanent loss of both types of records.

CASE STUDY



The company had at least five separate areas for the storage of hard copy records, each of varying quality; and all of which did not meet minimum standards required for the storage of records.

Solution

Upon conducting our standard pre implementation process, we established the requirement for the following modifications:

- Key actions identified to conform to the Australian Standard AS ISO 15489. Actions included compliance with the existing records management policies, improved management of hard copy records, and the application of effective management practices to electronic records.
- Meticulous selection criteria for the purchase and implementation of a commercial electronic documents and records management system.
- A comprehensive, company specific change management plan for the improvement of staff awareness and the understanding of records management practices.
- Upgrade existing on-site hard copy records storage facility to bring it up to the required standards, including the option to centralise the storage management of all records in that location, or outsource entirely to a secondary storage provider.

Outcome

A comprehensive "road map for change", including transition options, and full project costing, which will be used by the company during the current financial year.

Where future solutions become a reality today,

Converga.

Converga RM @ a Glance

- Progressive Solutions
- Increased awareness and understanding
- Development of policies and procedures
- Conformance with Best Practice and Australian Standards
- Increased Efficiency
- Improved Management of company records
- Reduction in physical storage space
- Flexibility and Scalability