



# our solution

## - to your problem

### Background

The client is a UK utility provider, listed on the London Stock Exchange (FTSE 250 index). They have a requirement for document scanning of both purchase ledger documentation and large format technical survey drawings. The client's requirement includes accuracy, speed and quality.

### Solution

Storetec offered a total managed outsourced solution; including scheduled collections from all the clients' offices with the addition of rapid response should busy periods necessitate additional collection requirements. The collected documents were prepared for the scanning process in line with the client's instructions. The scanning process ensured the very best image quality. Both manual and automated index methodology guaranteed that the electronic images were quickly retrieved once returned via secure FTP. The client was provided with integration XML file to enable the completed electronic files to be added to the companies own EDM system.

From collection to viewing in just 48hrs.

### Client's Opinion

Our business needs the right information at the right place at the right time. The service provided by Storetec Services limited is a perfect fit. From the initial consultation it was clear that Storetec understood just how important our documents are. The Storetec approach guided us through the change from a paper based information system to the efficiency and speed of an electronic knowledge base. I can honestly say, *"Our business is better thanks to Storetec"*.

case study



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### Background

The client is a UK stockbroker and financial services provider, listed on the London Stock Exchange (FTSE SmallCap index). They have a requirement for document scanning and Storetec Services Ltd has been providing this service since 20th September 2007. The client requires documents scanning and loading back into its own proprietary IT system as TIFF/XML (image/control file).

### Solution

Storetec organised a series of mailboxes to allow the client's incoming documents to be intercepted by Storetec. The documents were classified according to the file-types specified by the client. The documents were prepared, scanned and indexed; post-processing involved conversion to specified file formats (TIFF, PDF & XML metadata). Upon completion, the files were made available on Storetec's SFTP server for the client to import into their local In-house EDM system.

From receipt to viewing in 24hrs 7 days a week.

In addition to the localised clients In-house EDM system Information is shared both nationally and International by adding each file into the FreeDocs hosting system.

### Client's Opinion

In the past years we have accumulated a vast quantity of documents that have to be kept for regulatory purposes. We decided that the only sensible way forward was to move over to scanned documents and release office space and also save the costs of our offsite storage. We looked at several different providers of document management solutions. Most company's solutions were based on us purchasing scanners, computers and using our staff or temporary staff to scan the images, using their software to manage the archive. Storetec had a different solution whereby they would take away all our existing files and scan them, returning each month for a pickup of new archiving. The advantage of this is solution to us was that we did not need any capital expenditure and there was no interruption to everyday working. While the main reason for scanning was to free up space, the Freedocs solution did also fit very well into our existing disaster recovery plans. With the servers holding the scanned images not in our office and the scans legally admissible in court, we were now protected from the threat of fire or flood in our offsite storage. We have found all Storetec's staff helpful and professional and we would have no hesitation in recommending the Freedocs system to another company.

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### Background

Rolls-Royce PLC is the world's leading provider of power systems for use on land, sea and air. Its civil, defence, marine and energy businesses power: over 13,000 engines in service with 650 airlines; 25% of the world's military fleet; 30,000 vessels and operates oil and gas solutions in 120 countries. Corporately, it has continuously invested in core technology and infrastructure and is dedicated to being a paper free organisation.

*"Finding a business partner that can be relied on to get the job right first time and every time is almost impossible. One of the things we look for in relationships with businesses is honesty and integrity and this is inbuilt at Storetec."*

Rolls-Royce PLC.

### Solution

The solution was Storetec's Freedocs document hosting service. Firstly, existing electronic data held on a series of CD's was easily transferred. New information was then collected each month, scanned and added to Freedocs. Because the service is based on thin client technology, Rolls-Royce can now search and retrieve its expenses documentation from any location, simultaneously, anywhere in the world. Furthermore, the company has no need to retain the original documentation because Storetec's Freedocs service complies with the British Standards Institutions BIP0008: Code of Practice for the Legal Admissibility and Evidential Weight of Information Stored Electronically. The company's contract with Rolls-Royce is significant and reinforces Storetec as a leading provider of the software-free paperless office solution.

## case study



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### Background

This solicitor's practice was established in 1960. The resident partner was a man ahead of his time. He adopted efficient business practices in contrast to the then rather traditional approach used by most solicitors. That philosophy still applies to the practice today.

*"Since November 2006, we have been singularly impressed with the standard of reproduction of the paper files and the ease with which anyone with the necessary password can access and view an archived file. Minimum training and instruction is required to ensure that all can carry out these tasks."*

Practice Manager

### Solution

In the Autumn of 2006, the Partners of the firm looked at alternatives as regards the future storage of the firm's old files, which had in the past been stored on microfilm and then in hard copy. The former had proved suitable as regards storage space but was unreliable as to satisfactory retrieval of data with "Murphy's Law" being a regular occurrence. The inputting of the data was also time consuming and therefore expensive. Due to this the firm had previously reverted to retention of the files in hard copy. Space restraints meant this was off-site and incurred storage cost. Retrieval was costly in respect of time and money. The Partners were looking for an alternative that gave them security, ease of access to view archived files, a high standard of reproduction and the facility to reproduce the files in either paper or electronic form.

As well as taking the practice's existing files into store, a regular collection system was set up and managed archiving commenced. It was also possible to transfer some of the firm's microfilmed records onto the system, which made access to these records much easier. The firm's documents were scanned, indexed and uploaded into the Freedocs hosting service via Storetec's scan-on-demand service. The firm's hard copy documents were stored in Storetec's state of the art storage facility.

## case study



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The client operates over 800 flights each week from 18 UK and European airports and has provided business communities with essential transport links from the UK regions for over a decade. With hubs at Aberdeen, Newcastle and Southampton, along with services from Birmingham, Manchester, Leeds Bradford and the Isle of Man, the carrier is consistently one of the UK's most punctual Scheduled airlines.

Before using Storetec, relocating documents was problematic as the airline processes over 100 flights per day, each having its own separate envelope with tickets and flight information. Archived information had to be retrieved on a frequent basis as queries from travel agents; airports and passengers could arrive unto 9 months after each flight had departed. This was a concern for the company as it was time consuming.

### Solution

Now, the airline's flight envelopes are collected once a month and then scanned on the Freedocs system. The client has instant access to all of its paperwork so that queries including refunds, revenue related passenger manifests, etc., are resolved swiftly. No longer does the airline spend time and effort locating archived paperwork and storage space is no longer an issue. The system's ease of use is a significant benefit to the airline and only a limited amount of time was required for staff training.

### Client's Opinion

The Freedocs Service has been such a great time saver I can't imagine how we ever managed without it. No more hours of filing or wading through archived files to find a document. We can now access our documents quickly and easily at the touch of a button. All the Storetec staff are friendly and helpful and I am particularly impressed with the support team who rectified a technical problem for us with such speed. I am delighted with Storetec's services and wouldn't hesitate to recommend them to any other organisation.

case study



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### Background

The IFA client offers financial advice to people looking for mortgage quotes, personal investments or help restructuring their finances. They also offer business finance for individuals or companies looking for mortgage deals on investment properties, pubs, restaurants or hotels.

The sharing of information in the form of client files was proving to be a major challenge. In addition the importance the business attached to the client files gave rise to concern with regard to business continuity.

*"My thanks once again to you and your team, for your guidance, patience, and vision in taking my business through to the streamlined, paperless organisation required for the 21st Century."*

Senior Partner

## case study

### Solution

The challenge to seamlessly move the client from a paper based knowledge system included the collection of client files out of the normal working week. The files were catalogued and added to Storetec's storage system. The client's demands for file viewing were initially met by a 1 hour scan-on-demand service. In addition an agreed number of files were processed each month to ensure the whole client file archive was converted to electronic files within 12 months.

New files and additional information for existing files is collected weekly, keeping the knowledge base completely up-to-date. The client's army of advisers now has instant access to the knowledge base, in the office, at home and on the move.

### Client's Opinion

So in short, my thanks. The system works. I've proved to all that I can obtain my files at the push of a button, rather than trying to find paperwork in the middle of a 2 foot pile. In the event of a real problem, 'I'm alright Jack' and can get on with my day to day business of providing a service and making money. The FSA love me, because I have a plan in place, and the staff now realise the real benefit of not retaining all that paper in our Office.