

Records Management Solution

Information has always been an organization's central resource. Without it, the modern organization simply could not function. Business records are operational and sometimes strategic assets. They have economic, legal, fiscal, risk management and competitive values.

Many organizations, however, lack effective policies and procedures for systematic control of their recorded information. As a result, they keep some records too long, spend too much to store them, waste time looking for misplaced information, risk penalties for non compliance with record keeping regulations, risk a public relations nightmare, and fail to protect mission – critical information from harm.

For most organizations, its is becoming increasingly difficult to manage (over many years) an efficient system of control over storage conditions and record keeping – owing to statutory requirements as imposed from time to time by Government authorities.

This is because, records storage requires special efforts to inventorise records with varying retention periods such that unwanted and obsolete records do not unnecessarily pile up – making retrievals of specific and critical documents difficult and time consuming. Also, it is not advisable to store records in the same place as the business establishment itself. In the past, this problem was resolved by Corporations hiring and maintaining their own facility where these records were stored. Additional manpower was hired to take on the task of storage management and retrieval functions. Security was provided against thefts and hazards such as fire. Yet, inspite of all this the problems of storage and retrieval management continued to persist. Each additional space required a process involving a search for new premises, entering into a new lease agreement etc. Instead of reducing overheads, Corporations found that in fact their costs and workloads kept increasing. With a growing need to rationalize this essential requirement without adding more to costs, Corporations started looking to outsource agencies that could provide all of the advantages without the corresponding disadvantages.

Hence, emergence of agencies committing to :

- Reliability (Consistent capture, organization access to records)
- Integrity (no unauthorized alteration, destruction, removal)
- Permanence (cannot be tampered with, altered, or improperly deleted)
- Comprehensiveness (management of all records created and stored as a normal continuous activity of all units in an organization)



- Compliance (created and maintained in a manner that is consistent with all policies and procedures that apply to organizational records).

RECORDS MANAGEMENT IS A COMBINATION OF ART AND SCIENCE AIMED AT PROVIDING THE RIGHT INFORMATION TO THE RIGHT PERSON AT THE RIGHT TIME.

Records management is the process by which an organization:

- Determines what types of information should be considered records.
- Determines how active documents that will become records should be handled while they are in use, and determines how they should be collected once they are declared to be records.
- Determines in what manner and for how long each record type should be retained to meet legal, business, or regulatory requirements.
- Researches and implements technological solutions and business processes to help ensure that the organization complies with its records management obligations in a cost-effective and non-intrusive way.
- Performs records-related tasks such as disposing of expired records, or locating and protecting records related to external events such as lawsuits

CRITICAL PARAMETERS THAT AN OUTSOURCE VENDOR SHOULD MEET

- Safe and secure infrastructure (type of construction, fire fighting systems, systemized racking, 24 hours security etc.)
- Network of facilities across the country (one vendor, one point of contact per location, uniform service standards, standard billing pattern)
- Self developed software that provides flexibility to tailor the software to specific requirements.
- Skilled, experienced and reliable staff.
- Credit worthiness, dependability, experience and above all commitment.



RECORD MANAGEMENT SERVICES ONE CAN CONSIDER IN THE OUTSOURCING MODEL

IMPLANT SERVICE – Specially trained and knowledgeable personnel ‘implanted’ at client’s site / office / warehouse to conduct all records related activities. Ideally suitable for active or mission critical files.

INDEXING AND ON-SITE SERVICE – Records at your storage site – office or warehouse will be organized / packed into boxes with proper systems for easy accessibility.

INDEXING AND OFF SITE SERVICE – Records organized / packed at your site are stored at the vendor’s fortified storage facility (Information Management Centre) either on a regional or centralized storage basis. Also available is the vaulting services for highly critical records.

TEMPERATURE CONTROLLED STORAGE – Humidity and temperature controlled, dust free environment provided to facilitate storage of highly sensitive documents be it paper records, backup data tapes, films, diskettes etc.

RETRIEVAL / REPLACEMENT SERVICE – Physical removal and delivery or electronic transmission of information from your information management centre. Express as well as ordinary service available.

CONFIDENTIAL DESTRUCTION / DISPOSAL SERVICE – Confidential destruction of obsolete records either at client’s storage site or at the information management centre. This could be done as a one time exercise or on an ongoing basis.

BASIC ISSUES OF MANAGING RECORDS -

- Generally becomes a dump over a period of time.
- Storages are scattered.
- No inventory existence.
- Dependency on one personnel.
- Extra expenses
- Time consumption is very high.
- Overlooked customer delight.
- Management’s involvement & Concentration on non-core activity.



- Procedures even though implemented are not followed religiously.
- No tracking of records, being used by any individual.
- No restricted access (inter departmental)
- Records once taken for reference are never kept back at the same place. Hence, locating the record again is an issue.

BENEFITS OF OUTSOURCING RECORDS MANAGEMENT ACTIVITY

- Saves You Money
- Saves You Office Space
- Saves You Frustration
- Protect Your Valuable Assets
- Shelter Confidential Data
- Ensure Privacy
- Eliminate misplaced files
- Increased productivity & efficiency
- Increased customer service
- Improved workflow processes
- Reduced liability
- Increased manager effectiveness
- Improved records management
- Increased profitability
- Accurate & uniform data collection
- Peace of mind
- Prepare for disaster Management
- Do It All With A Phone Call