

Records and information management

Client profile

A major food services company that operates both company-owned and franchise locations in 120 countries

CASE STUDY



Situation

A worldwide food services company sought a more cost-effective, operationally improved, records management solution for their Legal Department's Real Estate Records Center. At the time, the legal team was apprehensive in returning files to the records center for fear of losing them. This resulted in spending significant amounts of labor and time to tracking and searching for "lost" files. After recognizing the needs of the legal department and reviewing several options, they selected Pitney Bowes Management Services.

PBMS solution

Once on site, the records team developed a plan with the legal department for regularly scheduled audits to update current file locations in the RIM software. The team provided a complete inventory of the records center file room, identified problems with folder labels, bar codes and poor maintenance of the files. The team led by the Pitney Bowes Records Manager implemented documented process and program improvements, corrected outstanding file conditions and repaired bad or missing bar codes to ensure the software could recognize the entire inventory of approximately 80,000 folders.

While working on the records project, the team discovered other issues such as a 6-month backlog of inventory listings for off-site storage boxes, stacks of old documents that had never been filed and instances of data corruption in the client software product. The team developed a plan for resolving these issues in concert with the client. The backlogs were completed, and the team implemented color-coded strip labels complete with bar codes to coordinate with the RIM software. This streamlined process eliminated wasted time and errors associated with the original individual labeling process.

Results

The Pitney Bowes team established regular communications with the client to meet and exceed the needs of the legal department going forward. As a result, a relationship was built on confidence and trust that the client's needs would be met with agreed upon process improvements. This in turn resulted in additional responsibilities for Pitney Bowes, including: ongoing image and indexing of franchise files, development of a standardized records program for all regional and district field offices, and several departmental file reorganization projects. As a sign of ongoing success the initial contract was renewed for longer terms.

Benefits

- Significantly reduced time and energy spent on searching for "lost" files.
- Increased productivity by eliminating a 6-month backlog.

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For more information call
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