RESTORE
SCAN

FOCUS ON:
SCANNING

Business sector
Government

Organisation
The Crown Estate

About
The Crown Estate

A broad portfolio including urban, coastal, rural and heritage properties means the Crown Estate covers a swathe of different business areas. They look for flexible, adaptable enterprises who will provide reliable, value-added services to help them deliver on their strategic aims. Martin Brazier, Knowledge Manager, tells us how Restore has helped the Crown Estate meet modern business requirements.

01.
The challenge

Up until 2006, our central offices were in a Georgian building and we kept our paperwork in the basement. These paper documents included title deeds, case files, drawings and maps, map books (some ancient) and tens of thousands of pieces of correspondence. A sizeable team managed all this information and, over the years, we also used a number of traditional storage companies – not always with satisfactory outcomes.

There were three general areas that weren't going so well: two floors of basement space were given over to records-keeping; documents were suffering from damp and rodent damage, and by continuing to use paper we were not living up to our credentials as a sustainable organisation. There were some external pressures, too, in the shape of modern-day compliance requirements and government policy to go paperless.

We knew that to help us move more swiftly towards becoming a thoroughly modern business, we would need to reflect this in our adoption of digitisation. So our challenge to Restore was: could they take us digital, could they conserve some of our ancient documents so that they could be stored at the National Archives, and could they help us achieve a 'less paper' office.

02.
Our experience with Restore

The impetus to digitise came from our move to modern offices in 2006. We needed properly managed value-added services to help us keep on top of information processing, accessibility, retention and destruction, as well as security.

What we have found with Restore's Peterborough facility is that with services all managed under one roof, they offer flexibility for whatever we need. A key feature of this is the unbroken chain of custody, from the time our documents are collected by security-checked drivers in unmarked vehicles, through to destruction – the whole information lifecycle. Nothing of ours has ever gone missing while in their care.

Notes
Complete information management:

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5 reasons to choose Restore

1 Flexibility – with Restore as your outsourcing partner you can be sure we will listen to what you want, then deliver it.

2 Nationwide – we offer over 100 service centres with a range of document handling choices – and we're still growing.

3 Unbroken chain of custody – from Cloud data back-up where information is available at the touch of a button, to near storage document management where information is accessible within hours, to deep, specialised storage of archive papers, we make sure you have what you want, when you want it and where you want. And, at the end of your information's life, we dispose of it efficiently, responsibly, securely.

4 Control – by handing responsibility for security, logistics and compliance to Restore you are effectively taking back control over your information. You can rely on us to work in partnership with you, caring for your information in dedicated, approved facilities right across the UK.

5 Feel the benefits – we give excellent value for money, timely communications that are tailored to your needs, professional and experienced staff at every level – no wonder our customers will tell you that moving to Restore is 'the best decision you'll ever make'!

A third reason for working with Restore is their personal touch, the excellent customer service provided by the staff at the coalface, and I have a great example of their service philosophy. During our move to the new offices we suddenly realised, mid-afternoon on a Friday, that there were additional materials that needed clearing out of a section. From the first phone call, to Restore staff finishing the job at 2am Saturday morning, there were no raised eyebrows and no silly invoices either.

03.
Our results since using Restore...

Restore's specialists cleaned – and, in some instances, restored – the originals for scanning, then labelled and indexed everything so that all our precious information now lives in the correct places. This is either as digital data that we can access through our electronic management system 24/7 or, where appropriate, as originals kept at Restore's storage facilities. They continue to carry out scanning and document management for any deeds that come into us, for instance, so they are scanned at point of entry and are on the system straight away,and available to those who need them. These services have helped reduce storage costs and whittled away the 'paper culture', with everyone benefiting from the faster, more secure data management.

One of the biggest wins for the Crown Estate, however, is that we're making fantastic progress with the way we have set up our '20-year rule' project. Anyone who is involved with work to comply with the '20-year rule' for reviewing public records will appreciate why we would want to speed up the whole process. To do this we have opted to review all our paper documents in context, aiming to finish in three years instead of ten, and we're confident in Restore's abilities to help us do this. I believe the end of the '20-year rule' project will be a real emblem of how the Crown Estate has moved on to become a fast-moving, modern and sustainable business.

What do you like best about Restore?
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As a business we've changed out of all recognition since 2006. We'll continue to change and need an information management partner who's flexible and adaptable enough to keep pace with us. Restore is that partner. "