



STORE

SCAN



SHRED

IT DISPOSAL

CLOUD



FOCUS ON:  
**COMPLETE  
DOCUMENT  
MANAGEMENT**



### Business sector

Legal

### Organisation

RPC

### About

RPC

A leading multi-disciplinary legal firm with offices in London, Bristol, Singapore and Hong Kong, RPC's overriding requirements are for speed, discretion and partnership working. Restore has been providing services, including document management, secure shredding and digital storage, since 2001. Mayur Patel, Director of Facilities, tells us why RPC has stayed with Restore all this time.

### What do you like best about Restore?

“ Service, service, service – with Restore you feel like you're their only customer. ”



Mayur Patel,  
Director of Facilities,  
RPC

## 01. The challenge

We could drown in a sea of paper if we didn't archive off-site and closely manage the lifecycle of all the sensitive documents our teams of lawyers generate. Our needs are relatively straightforward. We expect swift, secure deliveries of archived material, and safe handling of end-of-life data from a switched-on company who want to work with us and we feel we can trust.

On top of that, RPC is something of a novelty among the larger law firms in that, back in 2006, we moved to an open-plan working environment we felt reflected the new millenium's ever-growing connectivity and the need to work with change, not against it. One of the challenges we faced was becoming an office with less paper – paperless is a pipedream for a legal practice, you might think. But we figured that if we were going to move alongside the fast pace of the business world, we'd need to modernise the way we did things. As a first step towards our goal, we have recently launched an electronic filing system and are making progress. But we couldn't manage the churn rate of documents, data protection and end-of-life without a professional data management company working beside us.

Our previous experience had been disappointing. Physical requirements such as archiving and supplying flat-pack boxes were met but we felt overcharged and underwhelmed by their one-size-fits-all mentality towards customer service. We felt like a small fish in a large pond.

Our lightbulb moment came when we put this part of our business out to tender and it was Restore that shone. It came in at a competitive price (somewhere in the middle) but more than that, we were impressed by its pleasant, well-informed people and proactive way of looking at business solutions tailored to us. We realised document management, with a different company, could help us achieve our goal...





STORE



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## Notes

Complete information management:

### 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 a truly national service with a range of document handling choices – and we're still growing.

**3 Complete information lifecycle** – 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'!

## 02.

### Our experience with Restore

The way Restore staff stay in touch with us is excellent. They let you know of the good and the bad, such as traffic delays on much-needed client documents, in a well-informed, well-judged way. Staff analyse our storage processes and patterns and give recommendations to actually reduce storage costs. Recently it was flat-pack boxes. They discussed the types of boxes available for size and quality and we're also working with them to get our boxes branded with our logo, something we hadn't considered in the past. This didn't come from a sales pitch, it was just knowledge-sharing – you won't find many businesses doing that!

This level of attention to our needs makes us feel that we are an important customer and we're happy to have a working partnership with Restore, which is open about its business aims and operates in a transparent and professional manner.

Our highest praise is for the fact that it is an extension of our own File and Records Management Team. It is a great example of partnership working, and we have complete faith in Restore's power to deliver on its promises; whether filing, GPS tracking, securely destroying or delivering – from the depot to drivers to the account director – its staff are always friendly and professional.

## 03.

### Our results since using Restore

A happy lawyer is one who has the right paperwork on their desk at the right time. One of the ways Restore has helped us manage this boils down to the location of its storage facility at Paddock Wood in Kent. Unlike most other storage and management businesses, it achieves not one but two same-day deliveries of vital documents. If we call by mid-morning, we'll have them before lunchtime; ask by 4pm and they will arrive before the end of the afternoon.

Working with a trustworthy, efficient company means we've placed more and more of our document and data management with Restore, December 2013 being our highest number of stored boxes to date: 60,619.

These are all winning factors for us and are part and parcel of achieving our paperless dream.

