

RELOCATION AND
CONSOLIDATION RESULTS
IN FILE SYSTEM RE-DESIGN
AND IMPROVED RECORDS
MANAGEMENT.



BUSINESS

Integrated Solution

- ◆ Records management consulting and file system design
- ◆ File purge, conversion, merge and relocation
- ◆ Electronic document management technologies
- ◆ High-density mobile storage system

More Satisfied Customers

- ◆ Kraft Foods Corporate
- ◆ Henny Penny
- ◆ IAMS Company

"The conversion process was seamless and the electronic records management system has streamlined our efficiencies and brought our business to a new level."

— Karen Salter,
Supervisor of Records Management



CHALLENGE ◆ Dunkin Brands, Inc., a 150 year-old quick service restaurant franchisor with over 12,000 franchised locations worldwide and sales exceeding \$5.5 billion, built a new global headquarters in Canton, Massachusetts and consolidated operations from five remote offices. The move allowed the company to re-evaluate its records management approach and make improvements that would bring greater control and efficiencies. Five departments had more than 20,000 active and inactive records stored in different areas of the offices and each utilized their own unique and inefficient storage method, including top-tab pocket, pressboard and manila file folders using alphabetic record series. Each department also had its own records management personnel, creating staffing redundancies and inconsistent practices. Finally, the lack of a record tracking system impacted the access, retrieval and refile of the more than 100 files that were requested daily.

SOLUTION ◆ SYSTEC professionals conducted an assessment of the company's filing systems and workflow processes, determining that a centralized, secure file room incorporating electronic document management technologies and a record tracking system would greatly improve information management practices and minimize labor resources. After careful space planning and a storage needs assessment, SYSTEC professionals designed a central file room with a space-efficient, high-density storage system that consolidated department records into a secure record repository, allowing for 62-percent growth. All records were moved off-site for conversion to a side-tab terminal digit system, relocated to the new file room and inventoried in the tracking system. The new filing system created positive controls and efficiencies with all record requests coming through the networked tracking system to file room personnel, where records are retrieved and delivered to requesting personnel within two hours of receipt. Centralized records management has reduced misplaced records and creates accountability for all documents. Another process improvement includes scanning 'mission critical' and frequently accessed documents and storing them electronically for easy accessibility from remote locations, also reducing the number of daily record requests. The filing system consolidation allowed the company to organize and secure their record inventory, adequately staff the central file room and shift labor resources to understaffed departments.

"The conversion process was seamless and the electronic records management system has streamlined our efficiencies and brought our business to a new level," says Karen Salter, supervisor of records management at Dunkin Brands.

SYSTEC is a national organization expert in the design and delivery of fully integrated or individualized information and materials management solutions, offering our customers decades of experience in professional business solutions and product expertise - all from a single source. From storage and space-saving products to a full range of document management solutions, SYSTEC professionals provide total-systems solutions and top-notch service and support all on a local level.

TOTAL SOLUTIONS

Professional Services

- consulting
- conversions
- relocations
- audits
- interfiling
- database development
- purges

Filing Systems/Technology

- filing supplies
- labeling
- tracking
- imaging
- document management

Storage Solutions

- mobile
- rotary
- linear/lateral
- cabinets
- multi-media
- shelving
- heavy-duty

Furniture Systems and Museum Storage

- mailroom
- library
- computer
- museum



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