

Scoring top marks in records management

The University of Westminster is a diverse and dynamic education institution situated in Harrow and at three campuses in the heart of London, offering more than 150 bachelor degrees to over 20,000 students from 150 different nations.

One of the biggest challenges for Malcolm Bacon, the University Records Manager, is handling the sheer volume of records across the University's four sites while meeting compliance issues.

SAMStore has proved its value many times over.

SAMStore has always been an integral part of the University's archived information plan, as Malcolm Bacon discovered when he joined the University in 2007.

The biggest advantage he saw immediately was the ease with which he was able to gain control of file and box movements using SAMStore's online tracking system, SAMQuest.

The flexibility of SAMQuest helped him to manage the various departments that each had their own systems for tracking information. He could find out where files were, who had them and for how long, transforming the way files had been managed in the past.

Freeing up space

Educational establishments have to find space for teaching purposes and this has gathered pace recently with spending cuts and budgetary pressures. The University of Westminster is no exception.



Malcolm Bacon, University Records Manager

'With SAMStore, we can store our records in a protected environment offsite 24 hours a day, 365 days a year, freeing up vital space that can be used to attract fees for education,' says Malcolm Bacon. 'The result is a secure and accountable information management policy that prevents records going missing.'

Offering freedom of information

SAMStore has made Malcolm Bacon's job a lot easier, enabling him to concentrate on important issues regarding regulatory compliance – in particular the Freedom of Information Act and Data Protection Act.

'It is vital that information is found easily when requested, within hours, without fuss or hindrance,' Malcom Bacon adds. 'SAMStore is robust and not reliant on any single person, and the built-in security of SAMQuest provides management with top down control over all movements of files.'

Adding flexibility

The ability to network SAMQuest has added huge flexibility to the records management process. Specific records can be assigned to different departments across the four disparate sites of the University, allowing true storage costs to be apportioned appropriately, with timely disposal reducing costs.

Making compliance easy

Working with SAMStore means Malcolm Bacon can concentrate fully on important compliance issues that affect staff and students at the University, without having to worry where archived information is at any time, or who needs it.

Members of staff who perform activities outside the University, for example, can still maintain the safe filing of sensitive and important information. The SAMQuest software provides them with an easy to use system through which they can control and access vital information securely.

Meeting environmental demands

SAMStore has helped the University meet environmental demands as well. Box movements can be stored and held until there are sufficient boxes to pick up or have dropped off, reducing van journeys and the impact on the environment. Electronic invoicing has also contributed to lowering the carbon footprint.

Delivering real cost benefits

With pressures on costs increasing relentlessly, SAMStore has to constantly demonstrate that it delivers true value for money.

Tracking retention dates using SAMQuest enables Malcolm Bacon to make smart cost saving decisions quickly. Records that have reached their legally stated storage time can be removed and destroyed by SAMStore with certificated proof of destruction.

‘SAMStore helps me do my job faster and easier,’ Malcolm Bacon concludes. ‘I know the University records are absolutely secure and – more importantly – I gain confidence as well as save on costs.’

Finding out more

Think document management or records management, paper or digital storage and archiving, document scanning or document shredding and SAMStore offers a secure, cost-effective service that is second to none.

We provide a total document management system that enables you to take complete control over every aspect of the way your information is handled. From storing your documents and digital media to locating records online as if they were at your fingertips, through to comprehensive reports that notify you of destruction dates and when to move inactive archive material to deep storage, we do all the work for you.

To find out more about how SAMStore could help you, please call 020 8331 2080 or visit us online at www.samstore.co.uk.