

RS-Web™ Success Story



The Bank Experiment

Archive Systems, Inc (ASI) of New Jersey, utilized RS-Web to gain a contract with an International Bank's Analyst Report Department. This account presented a very unique opportunity for ASI to enter an aspect of Records Management usually shied away from i.e., revenue is generated through the activity of material and services provided, rather than cubic feet stored. Fortunately with the introduction of RSWeb, and its current capabilities, ASI has been able to accept, process, manage, and package multiple requests in a short period of time. The Bank's Analyst Report Department outsourced work to three vendors: a competitor records management company, to store excess reports previously generated for use; a print shop, to print the reports; and a distribution company, to send the reports to various locations throughout the world.

Previous to ASI's involvement, the Bank would instruct their Printer to generate "X" quantity of a report at the end of a day. By the next morning the reports were generated, boxed, barcoded, and indexed. The containers and the spreadsheet were physically moved to the Distributor. The Bank would make numerous requests throughout the day for the delivery of various amounts of a specific report to any one of their offices around the world. At this point, the Distributor should have updated the Quantity of each container that reports were removed from on the index log, in order to accurately track the number of reports inside

each box. Once the report's "active period" ended (about two weeks), the boxes were then transferred from the Distributor to a Records Center for storage.

The flaws in this system became apparent as disputes over a materials' location broke down between the Printer, Distributor, and the former Records Center. Conflicts arose over the Quantity of reports "currently" available between the Print Shop, Distributor, and the Records Center. This damaged relationships and severed the vital lines of communication between the three. The problem was compounded because the Bank had no way to control the indexing or relationships from its remote location.

The Bank decided to explore other options. In order to make any change worthwhile the Bank needed:



- **A way to verify the location of a box at any given time**
- **The ability to maintain one index of their material that would be available for editing by all parties**
- **Someone to coordinate the relationship between the Print Shop, the Distributor, and the Records Center.**

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ASI's persistence and growing knowledge of RS-Web earned a second meeting. The sales staff and operations department spent long hours formulating their plan of service through our RSWeb. Our salesman and I entered the meeting with confidence in our ability to meet the client's needs and the capability of our O'Neil software product that would allow it. The meeting began with a series of questions by the Bank representative.



- **Can you provide real time tracking of our boxes between three different locations?**
- **Can you centralize our container index while it remains accessible to all parties involved?**
- **Can you cross reference 6 different pieces of information, which identify each container?**
- **Can you coordinate exchanges between the Print Shop and Distributor, so all activity is tracked from location to location?**

The answers to all of the questions flowed affirmatively from the Salesman and I. The only thing that became problematic was the Bank's need to track and edit information for each of

the containers from the time they were packed, before they reached the Records Center.

Currently for database integrity, RS-Web does not offer the ability for customers to add new containers prior to being received by the record center. Therefore ASI needed to go "outside the system" to accommodate this client. Many ideas were discussed and we found that we could solve the problem by importing barcodes to an "out-bound" holding location while giving them an object code that doesn't charge for storage. We pitched this idea and the Bank's representatives agreed that we could, in fact, provide the required service.

This system has been in practice for some time now and both parties could not be happier. The Bank has obtained the ability to track the location of every container, edit the container's indexing info in a centralized database, "create" a container, as well as order any amount of reports from within. Most importantly, the Bank has a company who effectively coordinates pick-ups and deliveries, requests, supplies, and services for all four parties involved through technological advancement and foresight. Archive Systems has also benefited by learning how to push O'Neil's RSWeb to new limits, while earning the business and satisfaction of a prestigious client.

Anthony Giardina
Operations Manager

