

RS-SQL™ Success Story



Government Records Repository Over 1.6 Million Boxes Moved On to RS-SQL™!

The Government Records Repository (GRR) of New South Wales is the single largest Government repository in Australia. A secure, modern, centralized records centre, it provides for the special storage requirements of government records, their retrieval, and ultimately their disposal, using the most economic methods. Spread over five warehouses on a site in the west of Sydney, the GRR houses 1.6 million boxes containing millions of documents.



Last year alone, the File Retrieval Service of the GRR performed 338,000 individual operations (and this does not include actual delivery to customers). Those operations included locating, pulling out, copying and refiling documents in order to meet the needs of public sector bodies, such as government agencies, local councils, public hospitals and universities.

Sally Irvine Smith, Manager, Systems Control, at GRR manages the systems, operations and IT, of the centre. The GRR has a staff of over 70 to service its clientele and comb through the approximately 1.6 million boxes stored and, you may find this hard to believe, the whole system up to now has been manually run.

One of Sally's key tasks was to find a barcode tracking system to supercede the manual system. The GRR has been looking for a suitable system since 1987; and it was David Ramsay, Business Development Manager of O'Neil Software Inc. of AustralAsia, who suggested Sally look at O'Neil software. That was three years ago, and after much research the

Government Records Repository purchased RS-SQL™ (Record Storage for SQL Server) from O'Neil in June of this year. Sally's need to manage and bill 1.6 million boxes and their associated activity is just what O'Neil's RS-SQL™ was created to do.

The GRR has two separate manual systems: a billing system and a holdings system. While the billing system is relatively easy to keep up to date, the holding system requires staff resources that the GRR just does not have. The GRR would have to substantially add staff to its existing 70 members to manage it. The consequence is a backlog in the holdings system paperwork. This means it is sometimes difficult, and very time-consuming, to manually reconcile the billing system with the holding system. With RS-SQL™, this will all be controlled by the one system and there will not be a need for reconciliation to take place.

There are very few other software products on the market for records center management. According to Irvine Smith, all are far inferior to O'Neil's RS-SQL™. "We did look at the National Archives of Australia's system, which they designed in-house. However, after over four years of development and partial implementation, the system was still not fully operational when our Business Case was prepared. The only viable alternative was to design our own in-house system. We estimated that this would cost between five and ten times as much as implementing O'Neil's RS-SQL™," Irvine Smith said.

The GRR was looking for an "off-the-shelf" package that would cover 90% of their current processes and operations. Irvine Smith noted excitedly that "RS-SQL™ covers 100% of our

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operations without any need for customizing the software, so it suited our needs perfectly." The GRR will even redesign certain existing, internal manual processes to fit in with RS-SQL™ because "we think that is a better and cheaper long-term option."

Founded by Tim O'Neil in 1981, O'Neil Software introduced barcoding technology to the Records Storage industry. Now, with the combined input of 20 years experience, over 700 record centers worldwide in over 40 countries,



have chosen O'Neil's software products, which have continually evolved into full-featured commercial and corporate record center tools. RS-SQL™ is the newest software product and is supported by trained staff in California, Florida, United Kingdom and

Australia. Unveiled in 2000, RS-SQL™ is setting a new standard for record storage solutions. The GRR identified several advanced features of RS-SQL™ that made it their clear choice. Those features include the open architecture with Microsoft's SQL server database engine, scalability (lab tested to 100 million container records), web browser (RS-WEB) technology, and API's (Application Programming Interfaces) to tie into other external database tools.

As an example, the GRR plans to use the open architecture and API's to electronically transfer the invoice data to its accounts software and continue to issue the invoices from that application. They have already had an interface designed to extract the necessary data directly from RS-SQL™.

On a more basic level, RS-SQL™ provides complete control over information. It is designed to

increase efficiency, productivity and make record centers more profitable. A few of the key features include: invoicing, scheduling, reporting, complete search capability, state-of-the-art barcode technology, multi-user options, portable computing, point-to-point tracking, and more.

With a Project Implementation Plan prepared, the GRR is currently in the pre-implementation testing stage of the project, which will take twelve months. It will take about two months just to print all the barcode labels out! It will then take another 6 months to physically label all the storage locations and the containers.

The current manual operations at each of the five GRR storage locations are all centralized in one overall manual system or process. They plan to continue operating on a centralized system utilising RS-SQL™.

Next, with RS-SQL™ in place, Irvine Smith relates, "I'm very much looking forward to the day when it's all done. We will all wonder how did we do it before!"

The Government Records Repository (GRR) is a Business Unit of State Records New South Wales and one of the only fully commercial Government-owned repositories in the world.



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