

Helping your business to perform



Records management
solutions for **downsizing**
and **remote working**

Downsizing offices or making working remotely a permanent feature?

Restore can help Records Management

Have you noticed that the term 'working from home' – much used since the beginning of March 2020, and originally with temporary connotations – has become 'remote working' and feels like it's here to stay?

Through a strenuous and somewhat experimental journey, taken at much greater speed than anyone could have anticipated, many organisations in this country and across the world have found the enforced remote working experience more of a pleasant surprise than a total disaster.

In a recent survey quoted by www.thehrdirector.com, 49% of respondents said they'd been able to complete their work to the same standard as before the pandemic, 25% said they were working to a higher standard, with 24% to a lower. Increased productivity and a less travel-stressed work force are two key outcomes from remote working, and, in this same survey, 60% or more of respondents said they would like to continue to work remotely if all is properly managed and supported.

Helping you navigate from 'coping' to 'performing'

At the present time, the most important steps for any business to take in order to become a more agile, hybrid version of itself – that is strong and profitable, too – is to review office space requirements, technology, workflow processes and ensuring that robust policies and procedures are in place for on- and off-site working.

While you're adapting, we're adapting, too, to help you do more than just cope – we want to help you perform. The Restore consultancy team can spend time in your office spaces, reviewing what items could be removed and what systems implemented to aid your downsizing and remote working business model.

Survey on working from home:

49% have been able to complete their work to the **same** standard

25% said they were working to a **higher** standard

24% said they were working to a **lower** standard

60% would like to **continue** to work remotely if properly supported



We can help you manage your physical data

Whether downsizing office, reconfiguring for social distancing or working remotely, there's no need to drown in a sea of data. No matter what the format of your business information, the Restore consultancy team can help you get on top of what you need to keep and what you can dispose of securely.

We will carry out an audit, adhering to retention and disposal guidelines and keeping in mind your working protocols and systems, and come up with a plan that will save time and money, increase data protection and bring you peace of mind.



Records

Place paper and magnetic tapes in off-site storage with **Restore Records Management**

We are the largest UK-owned records management company, storing and managing over 22 million items, with fantastic capacity for businesses who are downsizing their offices. Customers count on us to help them achieve their goal of maximum space and cost efficiency, while ensuring the privacy and security of all their data. We provide a range of **social distancing products** for offices. For remote workers, we can conduct Data Protection Impact Assessments and ensure workflows and productivity are not constrained by cumbersome working practices.

Restore Records Management at a glance

- 100+ storage facilities, in 44 locations, across seven UK regions
- GPS-tracked collections and deliveries from storage facilities near you
- Secure storage with 24/7 security entry systems and CCTV
- All our sites operate to the highest industry standards and we have achieved, and maintain, accreditations, including: ISO 27001, 9001, 14001 and 22301 (Business Continuity). We are also ICO-registered
- A specialised, stable environment for both paper and magnetic tapes with temperature and humidity control
- Desktop control through online tracking software giving access at the touch of a button to pre-selected groups or individuals, audit trails and proof of an unbroken chain of custody.



We can help you access files quickly

Restore Records Management: scan on demand

We are all about designing ways of improving your experience with us and making your lives easier when it comes to managing your data.

If you are now working remotely and have placed much of your archive in storage, it's great to know that you will have all the information you need at the touch of a button.

Scan on demand does what it says on the tin. It is a bit like a 'pay as you go' way of scanning your files and is like dipping your toe into going paper free.

Here's how it works.

- We take your boxes into storage, ensuring they are barcoded and fully trackable
- You send us, via your customer portal or an email or phone call, a request to scan a specific file
- We take the box from the shelf, locate the exact document, scan it and replace document and box back on the shelf
- We send you the scanned file, in whichever format you require, through secure links such as the customer portal or your VPN link.

The benefits

- Works perfectly as part of a downsizing plan
- Access stored data within a couple of hours
- Create an auditable trail
- Start keeping records electronically and discover a new ease of working.



Data protection

Yes, GDPR and DPA 2018 compliance is still very much in our lives, with the Information Commissioner's Office (ICO) issuing more, and larger, fines for data breaches, and more breaches and phishing scams than ever since COVID-19 emerged.

Banking, higher education, third sector – it doesn't matter in which industry you operate, they are all targets for extortion. Making sure your on- and off-site data handling practices and systems are seamless, watertight and close all gaps for risk, while remaining accessible, is more important than ever.

At Restore, an audit trail, unbroken chain of custody, file tracking software, password-protected portals and access levels, certificates of destruction, security accreditations, and 24/7 security and CCTV are all put to your service, whatever blend of office and remote working you have set up.



We can help you track files and assets with our proprietary Dovetail software

Dovetail gives you complete visibility and accountability of all local and stored data, any time, any place, anywhere. The beauty of our software is that it provides a seamless interface with your in-office software, your remote workers and our O'Neil's file and asset tracking system. Even more wonderful – we provide it, free of charge, to all our customers.



- **Locate documents/assets** – easily locate where documents/assets are whether it's at the office, at home or in one of our off-site storage facilities
- **Total control** – track all of your records, on site, off site and in off-site storage
- **Complete lifecycle** – manage the complete lifecycle of your files, with a full audit history
- **Help with GDPR compliance** – solve important GDPR-related challenges by integrating multiple data sources
- **Save space** – reduce archive size by up to 20% through superior auditing or retention periods and disposal deadlines
- **Improve efficiency** – a single management hub saves time locating and retrieving files, increases productivity by up to 25%
- **No complex installation required** – global views, reports and easy configuration.



Dovetail also interfaces with Restore Digital's DocuWare program, meaning it's just as easy to track down a digital file as a physical one – whenever and wherever you are.

Whether at your remote desk or at your office desk, Dovetail can help you locate the documents you need.



We can help you manage your physical data continued



Securely destroy obsolete data with **Restore Datashred**

We shred 100,000 tonnes of obsolete paper, digital media, products and textiles every year in our 12 data shredding centres. From sole operators to large corporations, we tailor a service to fit. We maintain a secure chain of custody with lockable and sealed wastebins, security-checked operatives, 24-hour entry protocols, CCTV, transparent audit trail and certificates of destruction. We work closely with Restore Records Management and Restore Digital to help reduce backlogs, save space, and help our customers stay compliant with retention and disposal deadlines and data protection regulations.

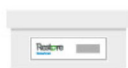
For offices

- On-site shredding in high tech mobile shredding trucks
- Off-site shredding of paper, digital media, products and textiles, with unbroken chain of custody, at one of our 12 state-of-the-art data shredding centres
- Regular, irregular or one-off collections
- Full audit trail, certificate of destruction and customer environmental report for each transaction.



NEW! For remote workers

Introducing **Home Shred** a brand-new, four-step service offering you the ability to shred confidential waste while working from home. It's a simple and cost-effective shredding service, supported by the same secure processes and accreditations as our normal shredding services, including our commitment to sustainability and full support from our customer services team.



Order a box online.
It'll be with you in 48 hours



Fill box with
confidential waste



Seal and drop off,
pre-paid, at your
local Post Office



We will email you
a certificate of destruction
within 48 hours of
arriving at Datashred

And while you are downsizing data...

Why not consider the secure destruction of any collateral, uniforms, ID cards, end-of-line stock, and so on, so that no unscrupulous operator can steal your brand or impersonate you, so that your and your customers' reputations remain intact. All textiles are shredded and sent for recycling into steam-source energy.



We can help you go paper-free



Digital

Unless you are one of the 18% of organisations who consider themselves to be truly paperless, the move to more flexible, hybrid working practices is the opportunity to explore how to become so. Restore Records Management and Restore Digital will work together to ensure that you have secure, compliant document management and workflows that move rapidly towards your business being entirely digital.

- Digitising live files or archive documents, making them fully searchable, indexed and electronic
- Web-based electronic document management system, DocuWare, that allows remote access to digital documents with configurable access rights within a team or organisation
- Easy workflow automation, such as using a mailroom solution, can map your existing paper routing within the business. Help reduce the amount of paper created at source by storing electronically born documents – increase customer, and remote worker, satisfaction with speeded up processes and less room for error.



The benefits of a paperless working life

- Work to agreed and established protocols within a specific group or team to keep security levels high – no need for paper
- Data protection is built in and, with functioning protocols and well-trained teams, leads to a reduction in data breaches
- Reduce paper usage – a large cost and environmental benefit
- Time vs. money – do we need to spell out how much more efficient it is not to print out documents, only to throw them in the general waste bin (instead of the locked secure destruction bin) just an hour after a meeting, when participants can share them, after locating them via DocuWare and Dovetail, on their desktops instead?

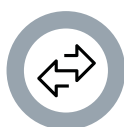
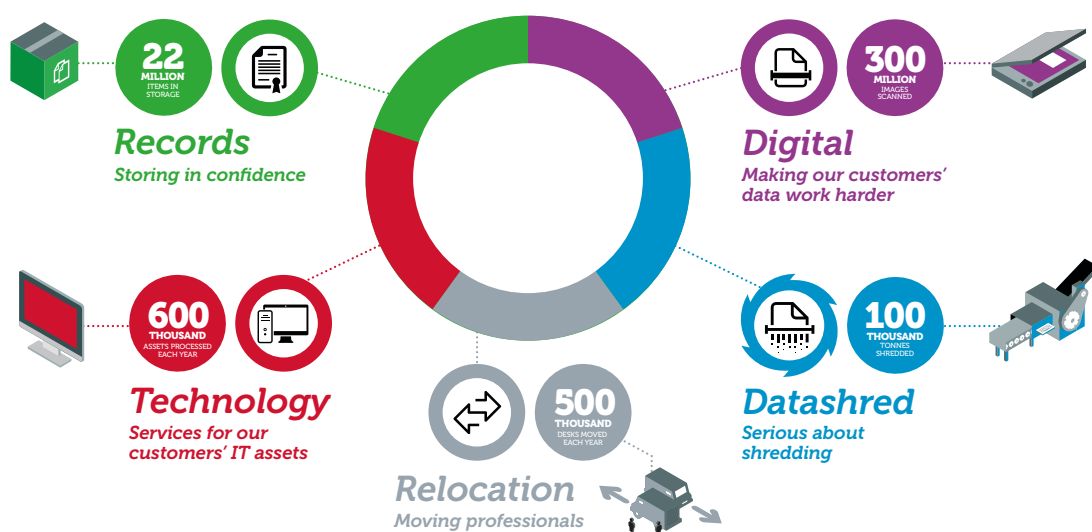


Restore – Who we are plc

Restore Records Management, Digital and Datashred are all part of the Restore plc group of companies. Restore plc provides office support services to businesses the length and breadth of the UK, covering public and private sector organisations.

We make it our business to really know your business, delivering first-class customer service and the highest levels of security to help you run your operation, in the office and remotely, as smoothly as possible and with complete peace of mind.

In addition to the services outlined in this brochure, our sister Group companies, Restore Harrow Green and Restore Technology, are also adaptable in helping you flex your working spaces – whether in an office or remotely.



Relocation

Reconfigure your office space with Restore Harrow Green

We are the UK's leading business relocation company and we offer a full range of supporting services that help organisations to reconfigure their office space.

Our services include:

- Audit
- Office moving and downsizing
- Consultancy and support in designing the optimal workspace
- Space planning
- Move management
- Inventory management
- Furniture installation, including social distancing equipment
- IT support
- Furniture clearance for re-sale or to put into storage





Technology

Robust IT solutions from **Restore Technology**

Our suite of services and agile working practices can add value as you seek ways to restore your business to productivity and profitability.

- Imaging and deployment of new IT assets for remote working
- Testing, packaging and redeployment of assets back to base or to homeworkers
- Secure collection, sanitisation and disposal of old assets
- Server, IT Desktop and telephony moves
- IT project and asset management



Would you like to know more?

Get in touch with us by visiting www.restore.co.uk/remoteworking or call us direct on 03300 376 323, and we'll happily talk through the detail of how we can help you transition quickly and smoothly to new, blended ways of working.

Find out more about our social distancing products for safe office working [here](#).

Let's get social



www.restore.co.uk