



Transition of Records

Risks & Mitigation:

We have listed potential risks as well as how we would work to mitigate them:

Outgoing Suppliers

In occasional instances, there is a possibility of **resistance from incumbent suppliers**. In this case, we work with the customer and the incumbent supplier to meet and agree a suitable solution for both the customer and the incumbent supplier to prevent any delays in the mobilisation process.

Service during transition

We understand **service retrieval of records/boxes/files** may be required during the transition. This can often take place whilst records are in transit or during the barcoding process when we accept records into storage. Typically, records would be unavailable for a period of only 24 hours.

As part of the process, the incumbent supplier should advise which boxes are being transitioned in any single batch thus when a record is requested for retrieval, the pallet the record is on can be located quickly upon receipt to aid the retrieval process.

Integrity of documents

Where boxes may be found to be **damaged**, and the contents at risk of being compromised, we will first quarantine the items, and then advise the customer of any damaged items which require re-boxing. Once authorisation has been received, we will re-box these.

In the event that any barcodes are found to be damaged or unreadable, Restore are able to manually enter barcodes or other metadata to accession boxes, ensuring a fully traceable audit trail. (Point to Point barcode scanning).

Validation of records

The transition of records into Restore provides an ideal opportunity to **validate customer assets**, both against incumbent inventory, (whereby we import the inventory supplied by the outgoing supplier in readiness for transition), and confirm/amend review dates based on the customers own retention policy.