CAPABILITY STATEMENT

Why Restore?

Restore manages millions of archive boxes of document files, film and computer tapes for many blue-chip organisations, including: leading accountancy, corporate, financial, insurance, law and media firms, as well as local authorities and hospital trusts. They count on us to help them achieve their goal of maximum efficiency for their records management in the following areas:

- compliance and legal exposure
- privacy and security
- disaster recovery
- access to information
- cost control
- space restrictions

IN CONFIDENCE

ExpERiEncE FinanciaL UK company

Restore’s roots started in 1954 with deep store in the South West. Our business has grown primarily through customer referrals. We are strongly represented in the top 100 London law firms and banks, insurance, financial services, construction and media companies and manage a wealth of client data from files & deeds to hospital patient records, x-rays & computer tapes.

Restore continues to win customers who value and need exemplary service.

FINANCIAL

As part of Restore plc (our parent company) we offer an exciting growth platform in office-based services and other business-to-business support services. The Group has commercial relationships with over 3,000 business customers. The largest of these accounts for less than 5% of Group revenue. Our performance over the last two years has excelled and we look forward to a buoyant future.

UK COMPANY

At Restore we offer a truly national service with ‘document handling’ choices, and are still expanding. We believe archives are not ‘mountains of boxes’ to be handled with a mere logistics approach. With UK support and administration centres we are easy to get in touch with.

The commercial advantages for our customers are clear. Restore can now offer a fully integrated operation for document storage throughout the country.

“ OUR VALUES SECURE YOURS,”
THE RESTORE FAMILY

Restore plc is an AIM quoted support services company with a primary focus on developing and expanding services to offices. The company was floated on AIM in November 2004. Our head office is in London W1.

Restore plc has two divisions: office relocations and document management.

Restore is about records management. It offers near and deep storage, off-site tape storage, and file tracking and management. Built up through a series of recent acquisitions, it operates across mainland Britain from sixteen sites. Restore provides a stable, growing earnings stream.

Restored Shred provides secure shredding and recycling from its state-of-the-art facility in South-East London and the North of England.

O’NEIL’S TRACKING SOFTWARE

Restore use O’Neil’s software which is the industry recognised software. Its benefits, such as wide-ranging compatibility, random access filing, departmental billing and wireless communications for mobile, internet or point-to-point tracking are well known. You can manage, track and barcode any of your assets at our data centres by phone, fax, email or, if you prefer, by managing ordering and delivery yourself through our online management service.

RESTORE GROUP

Restore Scan (Document Control Services) offers scanning and data management services from its base in Peterborough and serves businesses across the UK and internationally.

We are the UK market leader in office relocation:

Harrow Green, which provides commercial relocations, storage, records management and furniture supply from eight locations across the UK. It also offers international services and IT relocation through Relocom.

CRADLE TO GRAVE

Store, Scan, Shred... Secure with Restore

Store, Manage & Protect

Any time, any place, anywhere – that’s the beauty of electronic file tracking. Locate your asset, call it up and it can appear on your desk within just hours. Knowing exactly where a document is saves your valuable time and your patience, again and again. Dovetail has been designed by Restore to be a standalone application that can be fully customized to the requirements of your organisation. It tracks your files and other assets from desk to desk, from building to building. It’s right at the heart of your business so that you can regain control of your internal data flow.

ONLINE

Restore Online solves a variety of backup problems through one unified product, tackling the most common backup problems faced by small to medium enterprises, from compliance to virtualisation.

- Fast and Efficient Restore
- Remote Office Backup and Data Protection
- Deduplication at Source and Target
- Unified Architecture

Our scanning service enables you to have any of your documents scanned to a full range of file formats with appropriate compression and encryption, for you to recall at any time.

MAJOR NATIONAL CLIENTS

- Begbies Traynor

CLIENT CASE STUDY

Begbies Traynor is the largest and fastest growing independent practice of corporate rescue and recovery specialists. They currently operate in 22 offices throughout the UK with the Head Office in Manchester.

THE CHALLENGE - As a national insolvency organisation, Begbies Traynor was using various different archive suppliers across their estates throughout the North West of England for each of their offices. As a result they were receiving hundreds of invoices from different suppliers, making it impossible to audit and keep an effective check on which boxes and files were in their specific location.

Their aim was to rationalise the items in storage with one central location and supplier to create a comprehensive database of all customer information, which was of a sensitive nature.

THE SOLUTION - With our specialist ‘Archive Solutions’ division we created an individual and tailored electronic storage programme that was accessible to all the offices.

Every office can now access all their files via an online service, all of which have been audited and given unique reference numbers relevant to Begbies customers.

THE SUCCESS - By using one supplier, Begbies Traynor now enjoys the benefit of having one archiving supplier, one point of contact and one centralised database. Their New Head Office now has no storage facilities for boxes, and the space has been used to allow greater operational excellence and improved cost efficiency.

We take your documents and assets on for the journey of their lifecycle – from organising, labelling and barcoding through to storing correctly, restoring when they have aged and then, at the end of their life, disposing of them safely, securely and discretely.

Anyone who has been involved with corporate failure will know how critical it is to manage and control the destruction of paper and electronic records. It is an absolute necessity as part of the process of disposing of personal and corporate items. It is also a legal requirement to ensure the destruction of all information according to a legal time/space table.

The Restore Shred service is designed to help you with this vital aspect of your corporate life. It also meets all the requirements of the Data Protection Act and ensures that you have a high level of security and confidence in the destruction of your documents.

Our Services from pure storage to a comprehensive, compliance-based records management programme that puts you in control, we offer a range of dedicated services to support your business.

Ours is a dedicated, reliable, round-the-clock service which is fully accredited by security and government bodies.

Anytime, anywhere, any volume, any asset.

Secure Destruction - The final chapter: ensuring your assets reach the end of their lifecycle in a planned, efficient way.

Perhaps you are relocating and need to purge and consolidate your data... or maybe you have come to the end of a project and need to dispose of the paper trail.

Complete the cycle of top-quality services by choosing Restore Shred to provide safe and environmentally sound methods of destruction for all your information.

www.RESTORE.CO.UK  T: 0844 725 5540
TRUST • CONFIDENCE • SECURITY

QUALITY

Restore are ISO Quality Assured and audited to standard:
BSEN ISO 9001:2008
Certificate No GB 15917

As part of our commitment to quality and product development, we have recently fitted satellite navigation tracking devices in all our vans. Minorplanet’s real-time tracking means we can offer an unsurpassed level of customer service with added security and peace of mind, as we know exactly where vital documents and files are at all times. Our clients are happy as their documents can be tracked every step of the way.

LOCATION

A significant element of Restore’s strategy to provide customers with a ‘National Archive Service’ has been achieved. Restore has broadened its coverage with acquisitions throughout the UK.

ENERGY

The environment matters to all of us – and at Restore we take our environmental responsibilities very seriously. In addition to our commitment to recycle as much paper waste as possible, Restore is working with the Carbon Trust to help us join the low carbon world.

To date we are working to further our green credentials with a Ten-Point Plan that includes:

- monitoring and targeting our use of energy;
- looking at green energy provision;
- improving light fittings;
- training and developing staff in reducing energy waste;
- creating an Energy Policy to which we can all work.

Through these controls and changes we hope to prevent many tonnes of CO2 a year from polluting our atmosphere.

ONE OF OUR EXEMPLARY FACILITIES PD5454 - UPPER HEYFORD

At Restore, we take the protection of data in our care very seriously and believe that our facilities, including our unique site and storage environment offer unbeatable security for the safekeeping of paper documents. These secure sites include the ex-military base of Upper Heyford in Oxfordshire.

This highly secure site is now the home of Restore’s Datacare, specialising in archiving and records management for the pharmaceutical, legal and local government sectors, heritage and museums. Your data assets and confidential documents couldn’t be in safer hands.

OUR STANDARDS - BS5454

In 2012 a new British Standards published document, successor to BS5454:2000 was launched. PD5454:2012 Guide for the Storage of Archival Materials is quite a radical departure from the old standard. It provides detailed information about the hazards that affect archival records and promotes sustainable storage in low energy, passive control buildings.

Restore has invested in fitting bespoke ‘air-handling’ machinery which is combined with the latest generation Desiccant machines to maintain specific vaults within the temperature and humidity guidelines of 5454.

Fire protection complies with BS 5839.