



Lisa Holmes, National Account Manager & Ruel Pace-Walker, Mailroom Operative.



*you
can rely*
Dedication



I'll be honest with you. This wasn't my idea.

Our marketing team came to me with "50 reasons to rely on Restore Information Management." I told them that sounded like a lot. They showed me the list.

I couldn't disagree with a single one.

And what I thought would be a simple list of things we do turned into something more interesting: it got me thinking about what quality information management should actually do for you.

What trust is worth when something goes wrong. What it takes to deliver at scale. How to govern information properly. The importance of moving information cleanly between physical, digital, and communications channels. Getting the right information to the right person at the right time.

And then I noticed that, by happy coincidence (alright, lots of hard work over a lot of years), every one of those principles describes what we do... and why our customers rely on us!

"What we do" covers a lot of ground. Information, of course, be it physical, digital, or both. Multichannel inbound and outbound communications. And the governance that answers questions keeping people up at night: what you hold, where you hold it, who can access it, and whether you can accurately trace it from creation to delivery.

So I told our marketing team they should show people that. With real examples and real case studies. To show that there really are 50 reasons to rely on us.

And if something in here resonates with you?
You know where to find us.

Nigel Dews,
Managing Director

Capability

Your information management is only as good as the people behind you

you can rely
Consultation

Ella Dixon, Regional Customer Services Manager.

You don't want to be treated like a number. You don't want your message picked up by faceless agents. You don't want to have to explain something all over again because no-one's talking to each other.

It's not just annoying. It creates a very real risk to your information. The risk of loss or damage to your records. The risk of data breaches and the fines and reputational damage that follow. And the risk that you're leaving opportunities on the table, from improved patient outcomes to business opportunities. You'll find yourself falling behind because you didn't have the right people behind you.

You need real, human experts (with actual **personalities!**) who offer impactful **consultation** instead of a revolving door of account handlers. Who proactively advise you about problems and opportunities so you're ready to tackle them on your terms. Who have the **conviction** to tell you what you need to hear.

Which is why we rely on relentlessly resourceful **professionals**: people who aren't just good at what they do, but who are always looking for ways to make things better.

Our team makes sure it knows your organisation well enough to ask the right questions and make the right suggestions. Anticipates everything from planned upgrades to unplanned disruptions so they can minimise impact on your operations and continuity. Offers careful navigation through solutions, and is honest with you about limitations and possibilities.

That's what we hire for. People who treat every customer relationship as a long-term consultation, not a series of transactions. It's the difference between information storage and modern information management and customer communications. And it's why our customers have relied on us for decades.

Reasons to rely on our capability:

- 1: **Conviction**: belief with backbone
- 2: **Honesty**: transparency in hard moments
- 3: **Responsibility**: doing the right thing when it matters
- 4: **Intention**: deliberate planning that leads to purposeful action
- 5: **Determination**: the resolve to see things through
- 6: **Consideration**: thoughtfulness and attentiveness to others' needs
- 7: **Professionals**: credibility & standards, scale & coverage
- 8: **Personalities**: humanity & relatability
- 9: **Consultation**: advisory and knowledge-sharing
- 10: **Navigation**: guidance through complexity



Capability in action

Consultation has been the bedrock of our long-term relationship with HM Land Registry. HM Land Registry wanted to consolidate 88 million files from 10 locations to one.

Our teams' **determination** meant HM Land Registry had full access to records even as we moved them across the country, completing the consolidation work two months early. But HM Land Registry also wanted expert **navigation** to a digital-first approach to save time, money, space, and to deliver a better service to landowners across the UK.

We started with a pilot project shaped by clear **intention**, creating a two-way transfer of expertise and insight between our professionals on both sides. Throughout, the priority was a **responsible** approach to change: HM Land Registry's role in supporting the property market was too important to risk disruption.

And when HM Land Registry was ready to digitise, everything needed to adapt was already in place and tested. We digitised 20,000 of the most requested documents in a single month. And, while property transactions were kept moving as a result, we digitised a second tranche of 140,000 records.

The work contributed to £278 million p/a reduction in estates running costs. And, more than a decade later, HM Land Registry continues to rely on our people's **dedication** and capability, knowing they're always ready to help further its goals of supporting the UK property market.

"Restore Information Management helped us to identify the records which are most frequently requested. This helped us drive efficiencies in our service, provide long-term cost savings but most importantly to support our vision to deliver a more efficient, fully digital property market."

Eve Foster, Central Operations Manager, HM Land Registry



Lisa Holmes, National Account Manager.

Trust

Who's earned the right to look after your information?

*you
can rely*
Relationships

Your records, data, archives, and assets are the foundation of your organisation. Loss or damage can destroy your reputation, incur financial penalties, and hurt your customers.

And **confidence** in your information management partner doesn't come from a good proposal. It comes from doing what they said they would. It's **communication** that doesn't require chasing. It's your information management working in **harmony** with the rest of your operations so you can focus on more pressing matters.

You can see this in action before Restore Information Management lays a finger on a single asset or sends a single communication. We invest time in learning about your organisation: what you have, what you need, how you work, and what the risks are if something goes wrong.

This effort, **connected** with secure facilities, UK-based data centres, data extraction tools, document management systems, automation and more, means we have the right tools and the right understanding to meet your needs.

And then we do what we say we'll do, and we make sure you can see us doing it: clear audit trails mean you can watch the work in real time, whether it's a multi-channel communication strategy sending letters, SMS, and emails to your customers or access logs for a digital record. This transparent approach is the bedrock of a **relationship** you can rely on, from day one to day 3,000.

Because the customers who rely on us for a decade deserve the same attention as the ones who signed last week.

Reasons to rely on our trust:

- 11: Relationships: **long-term trust, working side-by-side**
- 12: Connections: **technical + human**
- 13: Confidence: **assurance customers feel**
- 14: Communication: **clarity and openness**
- 15: Harmony: **things working smoothly**



Trust in action

The BBC is the world's most famous public service broadcaster, with an archive containing a century of audio recordings, moving images, photographic stills, vinyl records, and orchestral sheet music.

Loss or damage to the BBC's archive would be a loss of the UK's national heritage. So the BBC needed confidence the archive would be safe and secure while still remaining easily accessible.

We inspired that confidence through communication before the project even began. We spent significant time getting to know the BBC's needs, the nature of the collection, and the conditions each type of asset needed to be properly preserved. We integrated the BBC's existing barcoding system into our own, maintaining the ordering process the BBC's team already knew.

And we built what was needed at our end to ensure the best possible security and perfect preservation: nine ultra-secure vaults; temperature and humidity controls; a gas suppression fire system commissioned and installed; mobile racking fitted throughout.

When it came time to move the 7 million items in the archive, everything was ready. Every item was tracked through the connections between our systems and the BBC's, providing complete visibility of what was moving, where, and when.

More importantly, we'd established the foundation of a working relationship the BBC could rely on, resulting in a ten-year contract. We'd worked hard to understand the BBC and its needs so that we could work in harmony together, preserving the nation's heritage for the decade to come.



Delivery

Promises are easy.
Delivery is the
hard part.

*you
can rely*
Execution

Rhea Jandu, Facilities Co-ordinator.

The last thing you need is years of listening to a series of ever more creative excuses. Each one leaves you cleaning up the mess. Footing the bill for operational inefficiencies. Handling the customer complaints. Dealing with the regulatory scrutiny.

Execution isn't just doing the work. **Coordination** at scale requires organisation and structure that most suppliers don't have. And when something unexpected happens (because it always does) you need a partner you can rely on for decisive **action** rather than managed excuses.

And because we work with so many customers who work in highly regulated, high-pressure environments, we understand the cost of failure.

Our infrastructure, built up over 30 years and now servicing over 6,900 customers, makes reliable delivery possible:

- A UK-wide network of secure facilities, never more than two hours from your front door;
- Our own fleet of vans providing same-day delivery;
- The largest scanning capacity in the UK;
- The largest digital mailroom in Europe;
- 180 million mail items processed;
- 85 million physical communications and 58 million digital communications sent

That infrastructure, and the track record behind it, is why our customers rely on our ability to deliver.

Because we've taken the time to understand what you need, **implementation** becomes less of a challenge. The plan is in place. The data is structured. The contingencies are ready. When it's time for action, we're ready.

Reasons to rely on our delivery:

- 16: Implementation: putting plans live
- 17: Execution: doing it well
- 18: Coordination: multi-part orchestration
- 19: Organisation: structure and order
- 20: Action: decisiveness



Delivery in action

NHS Notify needed a partner with the organisational skills to send almost 6 million letters to invite people for nationwide vaccinations.

Failure could have meant people went unvaccinated and potentially fallen ill, placed pressure in the NHS at its busiest time, and put the health of patients at risk. Which is why NHS Notify turned to our Outbound Mailroom service.

Each patient would be sent a digital communication first. If a patient didn't book a vaccination, automated action (rather than manual intervention) triggered a letter. We set up further triggers for reminder letters for any patients with no booking.

The invitations were split into cohorts, with priority given to the most vulnerable age groups. Some patients needed their letters in different languages or in Large Print fonts (in line with Accessible Information Standards (AIS) requirements).

We established what data was needed so that when a letter was triggered, NHS Notify wouldn't need to manually inform us of what was required: the right letter would be automatically printed in the next batch.

We'd made the plans, structured the data, prepared our infrastructure. So, when it came time for implementation, everything went smoothly. Over the course of 3 months, NHS Notify relied on us to print and successfully deliver 5,913,930 letters. The successful execution of the campaign helped to keep patients healthy and reduce the pressure on the NHS, work we were proud to support.

"From the start, we've enjoyed a great working relationship; from understanding how they work to providing knowledge on how they can better support the NHS. They have offered key insights into the world of managed print services and have shown their ability to be able to work at scale in short periods of time."

Wayne Shirt, NHS Notify

Systems

If your technology needs a workaround, it isn't working

you can rely
Digitalisation

A patchwork of systems. A technology stack built on systems well past their prime. Automation that produces fast results that can't be trusted. Hacked-together integrations that fall apart as soon as you look at them.

Any of these feel familiar?

Every inefficient workflow wastes time. Introduces error. Multiplies risk. The everyday costs can be seen in your spreadsheets, but the potential costs are the ones that keep you up at night (and have the regulator salivating).

Which is why good information management systems rely on all of these things working together: **digitalisation** that actually puts decision-ready data at your fingertips; **automation** that saves time without sacrificing accuracy; **computation** intelligent enough to extract and validate data at scale; **augmentation** that gives your people the tools to extract value from your information; properly designed and thoroughly tested **integrations** that don't fall apart as soon as you look at them.

Some customers need advice on how to extract even more value from their technology. Some need a complete end-to-end solution. Some just need a gap plugging. We've designed systems capable of helping them all.

From scanning facilities to data extraction tools, inbound and outbound mailrooms to Natural Language Processing, digital workflows to AI automation. Our modular approach means you can choose as many or as few systems as you need. It's not about ripping out your systems and replacing them with ours. It's about offering whatever tools you need to improve the flow of information across your organisation. Because we only have one preferred platform: the one that works best for you.

After all, the only systems worth relying on are the ones with real **application** to your organisation.

Reasons to rely on our systems:

- 21: Digitalisation: moving from physical to digital
- 22: Automation: removing manual effort
- 23: Computation: intelligence & processing
- 24: Augmentation: tech empowering people
- 25: Integration: systems working together
- 26: Application: usable, embedded tech - applying knowledge to reality



Office of the
Public Guardian

Systems in action

Digitalisation at scale helps improve working practices to enable quicker decisions and ultimately customer service.

When the Office of the Public Guardian came to us, they were processing lasting power of attorney (LPA) documents every day by post. An LPA is over 20 pages long, with anywhere up to 50 and up to 90 fields that include both checkboxes and free text. The OPG digitises this paper document to make it quicker and easier to process.

The OPG wanted to keep the mailroom within its offices, so it needed a partner that could supply the technology, the systems, and the training for its own team to succeed. And whatever technology we introduced required integration with their own homegrown case management system.

We started with two new types of high-speed scanner: one built for volume, processing the forms so fast you might indeed miss it if you blink; the other handling correspondence arriving alongside each LPA. The volume of data these scanners generate is substantial, so we deployed cloud-based AI to revolutionise OPG's mailroom.

This provided 3 benefits to the OPG:

- 1. Continual improvements: now the technology is in place, we can continually test and learn to make further improvements.
- 2. Better business continuity: for example, if OPG office suffered a power outage, cloud processing means the extraction continues unaffected. It also means hybrid workers on the team can continue to validate the data extraction.
- 3. Space savings: we could reduce the footprint of the OPG's on-site hardware.

Finally, we provided thorough training and support to the OPG. This involved bringing in our team to make sure OPG was getting the most from the new systems.

The application of the work we've done with the OPG is straightforward: faster digitisation with better quality.

Creativity

What happens when your problem doesn't map to a service offering?

you can rely

Invention

Stefan Chetty, Director of Digital Services & Roxana Moise, Information Manager.

Lots of businesses call themselves problem solvers. Until they're faced with a complex problem. Then they shrug. "Dunno," they say. "Not our job description. Logging off at 5."

Leaving you with critical information out of reach, rising costs, impacted service levels, and a dent in your desk where you've been banging your head on it.

True problem solving is a creative act. It's an **imagination** capable of the unimagined. It's having your solution already developed, tested, and ready to deploy when you need it. And it's the **invention** needed to adapt when the unforeseen does arise (because doesn't it always?)

Which is why our team of problem solvers aren't merely flexible, but creative. They're ready with strategies for your digitalisation, multi-channel communications, data extraction, getting you AI ready, automation, and more. All drawing **inspiration** from a service crafted to work as well as an integrated whole as a modular stop-gap.

That wasn't easy to build, but it was worth doing. That **creation** means you can opt for an end-to-end service that supports the entirety of your data's lifecycle, keeping your information visible,

controlled, and moving (wherever it lives) from cradle to archive.

Or you can pick the services you need to plug a gap, without any need to upgrade anything else. Like our outbound mailrooms that accept your data in any format, from whatever source you use to generate it. The connections happen in the background, so you don't have to change how you work. All you notice is that your information flows better than before.

So no, our account managers aren't painting portraits, our technicians aren't penning poetry, our data analysts aren't composing arias (though what they do on their lunch break is up to them).

But you can rely on their creativity to handle new challenges and their expertise to turn them into opportunities for genuine **elevation**.

Reasons to rely on our creativity:

27: Invention: **new solutions**

28: Creation: **building something useful**

29: Imagination: **ideas**

30: Inspiration: **ideas that move people**

31: Elevation: **raising outcomes**



Leeds and York Partnership
NHS Foundation Trust

Creativity in action

Tackling the challenge facing Leeds and York Partnership NHS Foundation Trust (LYPFT) required genuine imagination. Because, up until that point, no other mental health trust in the UK had attempted to go entirely digital.

The Trust could see how going fully digital would result in measurable elevation of patient outcomes. But there was no example to follow. It would require the invention of a whole new playbook.

We started by collecting, indexing, and cataloguing 392,406 patient files from the trust's 40+ locations, capturing specific data points the Trust needed to find exactly the file it needed, when it needed it. At the same time, we established integration with the trust's existing systems, such as MediViewer.

We recommended Optical Character Recognition (OCR) to make entire records searchable: a clinician could search for a key term and find, in seconds, the information they needed.

We started scanning files in February 2023. By March 2024,

the Trust considered itself fully digital: 24/7 access to its fully searchable patient records, making it easier to deliver care and better protecting patient information.

Leeds and York Partnership NHS Foundation Trust (LYPFT) could rely on us for the creation of something new: a playbook other mental health trusts could use as inspiration for going digital. So groundbreaking was this work that the project won Public Sector Project of the Year 2024 at the Document Management Awards.

"It can't be understated, the sheer magnitude of what's been achieved here. We are the first mental health trust that's delivered a fully digitised record."

It's not happened before.

There was no playbook for this. But I don't recall losing sleep over it. Because we were working with people we trusted. We let Restore handle all the headaches. It was a big project with a lot of moving parts and a lot of partners. And the end result is excellent."

Carl Starbuck,
Head of Information Governance / Data Protection Officer for LYPFT

Performance

Good enough isn't
good enough



Sarah Turner, Head of Public Sector Accounts.



An error is more than an inconvenience. A misfiled patient record delays diagnosis. An exam script scanned in the wrong order results in a poor mark (triggering a stressful and time-consuming appeal).

A misplaced digit exposes data and invites in the regulator. Even small mistakes can have big consequences.

So when it comes to your data and sending communications, you need **precision** you can rely on. Standards that don't slip. The kind of operational excellence that means things work the way they're supposed to, every time.

And, because we work with highly-regulated customers, good enough isn't good enough. We needed to build systems and processes that get things right every time. Which means those highly-regulated customers get what they need every time. And our less regulated customers? They benefit from that same level of accuracy.

Perfection is a fine goal, but let's be honest: it's doomed to fail. Something always goes wrong. Pretending otherwise is inviting catastrophe.

So we design processes that don't rely on things going right. Take our outbound mailrooms, for example. Naturally, we have multiple production sites to ensure business continuity. But we went further than that. Because we know paper will fold and crease, so our machines are fitted with sensors to detect and reject any imperfections without slowing down production.

The same philosophy extends to everything we do: a desire for perfection balanced with an **anticipation** of failure. And all the while, careful **control** ensures you can rely on quality that doesn't sacrifice speed.

Reasons to rely on our performance:

- 32: Precision: **accuracy**
- 33: Perfection: **standards**
- 34: Anticipation: **foresight**
- 35: Control: **speed with control**

Performance in action

Marking exam papers is an exercise in precision. So is digitising them for examiners all over the world. Those sheets of paper represent the hopes of students planning their next steps: a single error could prevent an exam being marked in time.

So RM Assessment needed a partner that could digitise 103 million sheets of paper in just 8 weeks, with the ability to control both speed and accuracy.

In anticipation of the sheer volume of work, we spent time identifying the volumes, timeframes, and all 18,000 of the SLAs RM Assessment was working to. We hired and delivered rigorous training to over 600 new staff to ensure each facility was managed to the same high standards of perfection, from ISO 27001 for information security to BS10008 for admissible digitisation of the exam papers.

Our process was clear and repeatable: deliveries were barcoded and labelled with a target completion date; custom software captured candidate numbers, dates, and component level numbers; quality control caught folds, double feeds, and sequencing errors. There was no room to find problems after the fact.

And we made sure none of this quality control impacted speed. In fact, at our peak we were processing up to 75 images every second, up to 24 hours a day, across four facilities in four countries and two time zones.

As a result, millions of students get their exam results on time every year. Making our work with RM Assessment one of our biggest annual projects, but also one of our most rewarding.

(And it was pretty rewarding to be named runner-up at the Document Manager Awards 2025 for our collaboration with RM Assessment, too.)

"The best part of working with Restore Information Management is the confidence it gives us: that part of the process is in safe hands!"

Their resourceful staff provide open, honest communication we can trust, they're always looking for ways to improve processes, and they unfailingly adapt to any new challenge. And we know we're all working towards the same goal: getting accurate exam results to students on time so they can take the next step."

Andy Croft, Head of Supplier Management at RM Assessment

Governance

Poor information management isn't just inefficient. It's a liability.

you can rely

Foundations

You can't find the file. You can't prove the letter was sent. You can't see when the email was received. Time and money is being wasted. The customer is frustrated.

And you're failing to comply with privacy **regulations**, with all the fines and reputational damage that follow.

Most governance failures aren't the result of one big mistake. They accumulate over time. Files festering in an archive because the retention policy was unclear. Legacy communications that didn't evolve with regulation. Audit trails that don't change with the platform.

What you can't account for, you can't protect.

Which is why Restore Information Management's first step is to make sure you know what you know.

Creating a clear picture is always the first thing we do when we start working with you. Mapping your information flows. Cataloguing files. Tracing communications. Once you know what data you hold and what's flowing in and out,

it's easier to find and easier to act on. More importantly, it's easy to demonstrate your compliance.

Your team needs **validation** that what they're doing with your information is correct. So we provide clear training, processes, and guidelines that create consistency across information and communications. We also help you create **retention** policies that encompass all the types of information you hold and give clear, unequivocal guidance on what should be held for how long.

Because good governance forms the **foundations** of quality information management, not to mention a foundation for your peace of mind.

Reasons to rely on our governance:

36: Foundations: **governance bedrock, security & risk**

37: Validation: **confidence in decisions**

38: Retention: **we'll help you identify what to keep and for how long**

39: Regulation: **we exceed regulatory requirements to keep you more than compliant**



Department
for Education

Governance in action

Foundations matter when the stakes are high. And, with the Department for Education (DfE) being responsible for education, child protection, apprenticeships, and wider skills in England, the stakes are high indeed.

It needed a partner that could provide validation for its regulatory compliance while saving money.

We consolidated thousands of files into a single secure facility, cutting total transfer time by up to four months. Every file we took into our care was diligently scanned and cross-indexed. Data was cleaned, and any duplicate data identified and removed.

Our teams provided training to DfE staff. We created functionality the DfE recognised as necessary, such as being able to search for records using National Insurance numbers. Retention periods were established for every type of file. Any file no longer required could be securely destroyed at our dedicated facilities.

And the DfE could finally see exactly what information it held and ensure it was being held in line with the relevant regulation.

Our ongoing relationship with the DfE has deepened its governance capability even further. Indexing work continues to support compliance with legislation, helping the DfE make informed decisions about how to manage its information.

All of this work laid the foundation for the digital transformation the DfE had on its roadmap, ensuring that when digitalisation arrived, governance came with it.

“Restore Information Management has been patient and knowledgeable and, in our account manager, we have someone who’s always available, really personable and actively works with us to achieve our goals.”

Claire Jurczuk,
Head of Records Management at Department for Education



More certifications than you can shake a regulator at.

- | | |
|---|---|
| ISO 9001: Quality Management Systems | FSQS Certification |
| ISO 14001: Environmental Management Systems | ICO Registration Certificate |
| ISO 22301: Business Continuity Management Systems | NHS Data Security and Protection Toolkit (DSPT) |
| ISO 27001: Information Security Management Systems | RoSPA Gold Award |
| BS 10008: Electronic Information Management | Planet Mark Sustainability Certification |
| Cyber Essentials | ISO 45001: Occupational Health and Safety Management System |
| Cyber Essentials Plus | BS EN 7858: Security Screening for Personnel |
| FORS: Fleet Operator Recognition Scheme | Place of Deposit (PoD) status |
| PCI DSS: Payment Card Industry Data Security Standard | DCB 0129: NHS Clinical Information Standard |

Simon Morgan, Head of Operations.

Putting it all together

Capability. Trust. Delivery.
Systems. Creativity.
Performance. Governance.
The whole is greater than
the sum of its parts.

*you
can rely*
Optimisation

Roxana Moise, Information Manager & Andrew Robertshaw, Implementation Manager.

Capability gives you the right people.
Trust gives you confidence to rely on them.
Delivery gives you follow-through.
Systems give you technology.

Creativity gives you flexibility to handle the unexpected. Performance gives you the standards that don't slip. Governance gives you the foundation to stay compliant and in control.

A business with only some of these qualities can only be a partial solution. Capability but poor governance creates risk. Delivery but no creativity fails at the first challenge. Performance with weak trust leaves you wondering whether the relationship will hold when tested.

Our customers tell us they don't value any single quality, but the **combination** of them all: physical and digital held together, capability and trust working in harmony, delivery and creativity pulling in the same direction. Information management that covers every dimension of what your organisation needs, built on a **dedication** to getting it right.

This is what we set out to build. A **vision** of information management that treats physical records, digital data and customer communications as one unimpeded flow to your teams. Customer communications that span SMS, email, letters. A **collaboration** between your teams and ours.

The **innovation** to build the thing you need to meet your next challenge. **Locations** across the UK so your data remains close at hand. The **protection** that safeguards your information to the highest standards. The **certification** to prove it. The **optimisation** of processes. The **acceleration** to make you faster, leaner, and better equipped.

And the **transformation** that doesn't just make your information easier to find, but bridges the gap between traditional physical correspondence and digital workflows that enable real-time decision-making.

Because Restore Information Management was founded to create partnerships that understand where you are today, anticipate where you'll be tomorrow, and make sure your data is ready to take you there.

Restore Information Management in action

The success of Surrey and Sussex Healthcare NHS Trust demonstrates what happens when every part of our approach works in combination.

We started working with the trust in 2014, storing over 700,000 paper notes in our local secure storage locations. This freed up five on-site libraries and created space for more clinical space. In 2022, the trust switched to Electronic Patient Records (EPRs) but still needed access to existing paper notes.

But the trust was still ordering hundreds of physical records every day; a time-consuming process no matter how efficient we made it. Thankfully, we'd already had a vision of that future: innovation could solve this problem. And our dedication to the trust meant we'd been working on just the thing: our Auto-Ordering system that orders records automatically when an appointment is booked.

Collaboration shaped every stage of implementation. Working directly with the trust, we configured the system around clinician preferences and delivered the acceleration the trust needed: smart automation that saved 13 hours every day, two staff members redeployed to other duties, one daily delivery run eliminated entirely, and foundations laid for a digital future when the Trust is ready for that transformation.

Our relationship with the trust has been running for over a decade. The protection of 730,000-plus records, the certification standards that underpin every delivery, the optimisation of processes that save the trust time, money, and space. Making information management something the trust doesn't need to think about. It can rely on its data being where it's needed, when it's needed. Every time.

(Which is why this project won Document Manager Public Sector Project of the Year 2025!)

"Our account manager has been great, always ready to jump on a call and go through anything."

Working with her to implement Auto-Ordering has been a real success for us; it's helped us redeploy two members of staff and we don't have to think about ordering notes. It just works in the background. It's been a huge time saver"

Becky Tomlinson, Medical Records Manager at
Surrey and Sussex Healthcare NHS Trust

Reasons to rely on us:

- 40: Combination: blending physical and digital seamlessly together
- 41: Dedication: long-term commitment to solving your problems
- 42: Vision: seeing beyond today to tomorrow's needs
- 43: Collaboration: working side by side with your teams
- 44: Innovation: creating new solutions for changing challenges
- 45: Locations: UK-wide network of secure facilities available
- 46: Acceleration: driving progress and organisational change
- 47: Protection: keeping your information secure and safe
- 48: Certification: accredited to the highest industry standards
- 49: Optimisation: making your processes work more efficiently
- 50: Transformation: fundamental change that elevates outcomes completely

Afterword

You're still here? You must care about information management as much as I do.

50 reasons might have seemed a lot when you first started reading. I hope by now you see what I saw when my marketing team showed me the list: that these aren't just reasons to choose us. They're the things that actually matter in information management. The organisations in these pages saw it too and rely on us to look after something important: the data that makes their work possible.

But the truth is that no document can tell you whether we're the right fit for your organisation. You won't know that for sure until you speak to us.

If your information still slows decisions, creates risk, or limits digital progress, tell us what you're dealing with.

We'll take it from there.

Nigel Dews,
Managing Director



*you
can rely*
50 reasons
us