

**Restore**  
Records Management

Is your  
**records**  
management  
missing  
something?

You've found it

PROTECTING WHAT  
MATTERS THE MOST



# All of our customers were missing something before they found us.

Some needed a records management specialist to help them meet rigorous privacy regulation. Some were simply missing out of clear communication, properly safe and secure facilities, and sustainable business practices.

Whether they needed help managing paper files, tape media, or irreplaceable artefacts, they knew there was a better way. So they came to us.

With over 30 years of records management experience, we've devised that better way: a Relentlessly Resourceful approach.

Other companies will store your records for you. As the largest UK-owned records management company, our team does more than that. They take ownership of your challenges and deliver prompt, clever solutions.



**Nigel Dews**  
Managing Director

From bespoke delivery schedules to barcode tracking systems, from digital document management tools to regulatory compliance, we solve your problems.

Turn the page and find out for yourself.



## Problem:

# Keeping records on-site is taking up valuable office space

Look at the cabinets of files taking up space in your office. What could you do with that space? Set up a nice breakout area. A few desks for the new staff you want to hire. Maybe a small herb garden.

The point is, storing your records off-site doesn't just free up space; it gives your business room to grow.

That growth isn't limited to the space you'll reclaim; we can also save you time and money.

That's right: you can actually save money by letting us handle your records management.

And we'll make your transition effortlessly easy. We'll listen carefully to what your business needs, put together a service that delivers just that, and then collect, barcode, and transport your inventory ourselves. Whether we're collecting your inventory from your offices or another supplier, we'll take care of everything.

Speaking of other suppliers, perhaps you're already using a storage provider that isn't giving you the service you deserve? Then maybe it's time to tell you more about our Relentlessly Resourceful approach.



Solution:

**We save you time,  
money, and space**



**Problem:**

# Protecting your customers' data

We're all subject to stacks of privacy regulation when it comes to holding customer data.

So you need a records management business that secures your information from unauthorised access and keeps it safe from loss or damage.

Which is why we designed a network of purpose-built facilities with the latest technologies, as well as burying vaults within ex-military underground installations and bomb-proof bunkers. Then we made them even more secure with:



**On-site security**



**Advanced intruder detection systems throughout**



**24/7 monitoring**



**The latest in lock and keypad access control**



**Vehicle access control**

So the order of the day is tall fences, locked doors, CCTV, RFID, and LOL to anyone trying to get unauthorised access to your files.

And your records will be perfectly preserved as long as they're in our care, thanks to the latest in temperature and humidity controls.

With 30 years experience and more than 22 million boxes of records in our care, we know exactly how to preserve your inventory, maintain iron-clad data security, all while providing same-day access to any records you might need.

Yes, you read that right: same-day access. Let me tell you more.



**Solution:**

## Reassuringly Reassuring facilities



**Problem:**

# Standard off-site storage makes it harder to access your records

You want your records off-site, but not out of reach.

How do you feel about being within two hours of your files? Or getting them delivered to you the same day you request them?

Because we've got facilities all across the country (in over 50 locations, to be precise), we can store your files close to where you are. Hop in your car and come gaze lovingly at them whenever you like.

And if you want a file on your desk pronto, you can choose from next-day or same-day delivery.

That's right. Nationwide same-day delivery. Even a certain Prime retailer hasn't cracked that one yet.

Need it even faster? You can ask us to send a secure scan of any record, so you can see it on your screen in no time while the original stays safely in our care.

And while we're speaking speed, you can manage your inventory instantly with our online Web Portal. Arrange deliveries or collection, add new items, order boxes and more, all at the click of a button. You can do it any time, too. Although we're sure you have better things to do at 3am on a Sunday.



**Solution:**

**Restore Records Management keeps them just two hours away**



## Problem:

# Finding a records management that can help reduce your reliance on paper

Paper records aren't going anywhere. And digital record-keeping offers a level of convenience and confidentiality that will make your life easier and your clients trust you more.

But transformation doesn't need to happen overnight.

In fact, it's best that it happens at a pace that suits you and your business. Which is exactly the pace we'll work at. For example, you may simply start by using our Scan On Demand service to get quick, secure digital copies of records instead of requesting physical deliveries.

When you're ready for the next step, we'll help keep things small. Instead of an unwieldy and expensive project, we'll help reduce costs by helping you digitise only the files you truly need.

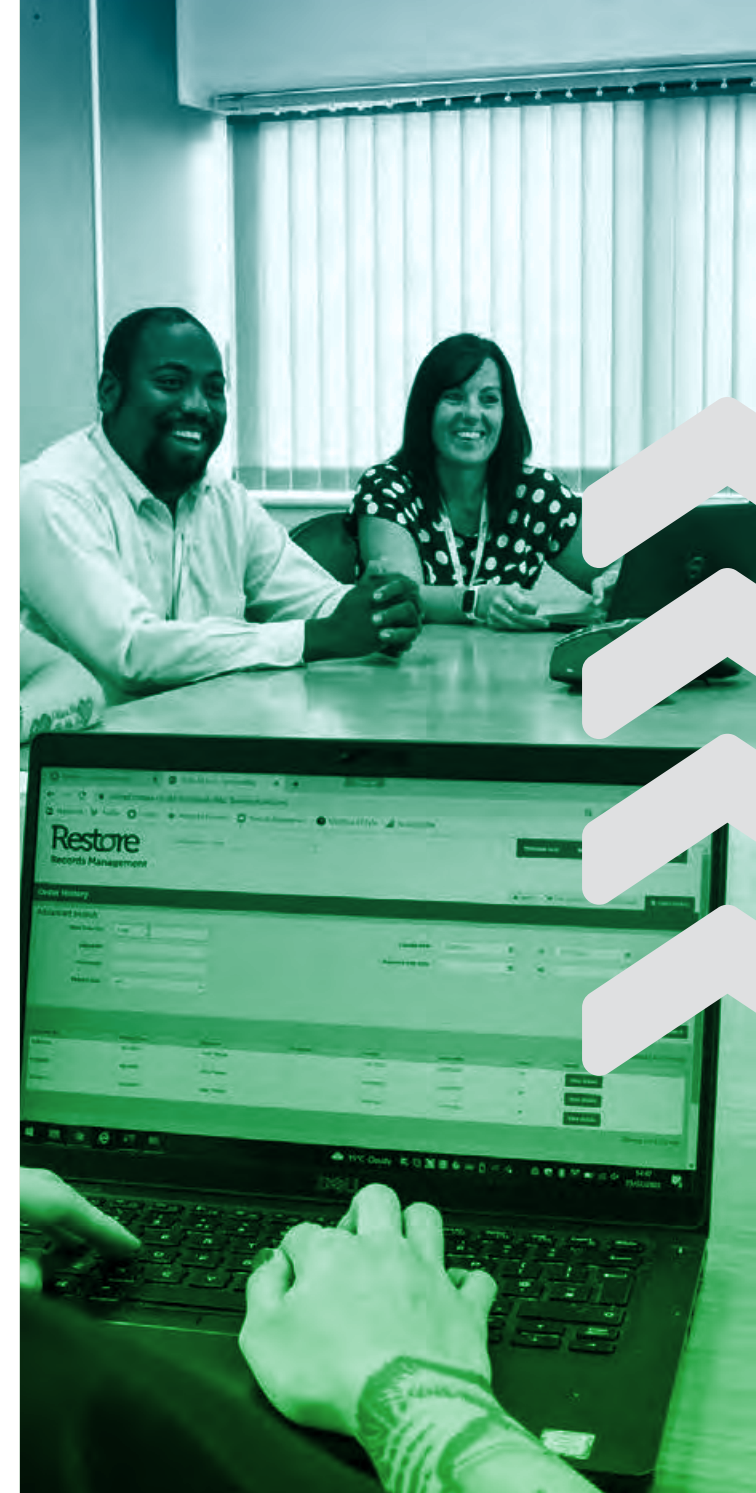
“Restore Records Management helped us to identify the records which are most frequently requested. This helped us drive efficiencies in our service, provide long-term cost savings but most importantly to support our vision to deliver a more efficient, fully digital”

Eve Foster  
Senior Contract Manager for HM Land Registry

And when you've digitised your vital records and no longer need a physical file, we'll help you reduce your inventory (and therefore reduce your costs even more!) by securely destroying the paper files. Our secure destruction programmes exceed the most rigorous data protection regulations, and you'll get a lovely certificate of destruction for your office wall. Or your audit trail. Wherever you think it will look best.

## Solution:

# Digital transformation support that goes at your pace



## Problem:

# Your current records management supplier doesn't cut the mustard

You're not asking for much. A trustworthy business to take the worry of record management off your plate, and who will take ownership of unexpected problems, deliver prompt solutions, and get you back on track.

For some storage companies, that's a lot to deliver. But we've been delivering on a promise to our customers for over 30 years:

We will always be Relentlessly Resourceful

Every member of our team, from managers to drivers, is ready to put on their smarty pants to solve challenges to you and your business.

**That single promise breaks down into six parts...**

## Solution:

**Restore's Relentlessly Resourceful service cuts any condiment you like**



**Relentlessly  
Resourceful**



### Your records management SWAT team

When the files hit the fan (or the ceiling), our team leaps into action with new solutions to your challenges.

From 24/7 online inventory management to new data security measures and custom delivery schedules, our customers rest easy knowing we'll deliver a prompt solution to whatever challenge they throw at us.

“Whoever we deal with – from drivers, to warehouse and office teams, to management – across storage, shredding and office removals – they are responsive, quick to tackle and solve issues, they communicate smartly and prove that nothing is ever too much trouble.”

Richard Humphries

Deputy Head of Facilities at Plexus Law

**Quite right, Richard. Nothing is too much trouble when it comes to our customers.**





## Recognisably Responsible



### So green we count as one of your five a day

Switching to renewable energy sources. A growing fleet of electric vehicles. Net Zero by 2035. We're doing everything we can to be the sustainable supplier your business needs. And we're always ready to support your own charitable work too.

So when Andy wanted unrestricted access to records and lower emissions, Restore Records Management was the easy choice.

“ Despite moving hundreds of thousands of packages over the past year or so, Restore Records Management reduced the number of deliveries, keeping carbon emissions low (as per our S106 agreement) and without a single loss. ”

Andy Steele

Logistics Manager at the Francis Crick Institute

## Really Reliable



### Rock-solid service you can depend on

We're talking same-day delivery of your records. 24/7 management of your inventory through our online web portal. **Doing what we said we'd do when we said we'd do it.**

So, when Satbir needed something to rely on, she chose Restore Records Management rather than indie sensation Keane.

“ When they say they provide national coverage, they really do; when they say they'll deliver at a certain time, they make sure they do. ”

Satbir Dhillon

Co-Founder and Finance Director at FISco







## Redefining Reduction



### Saving you time, money, and space

A better service for a lower cost? Seems impossible, doesn't it? But Daniel discovered how we reduce your wait times, reduce your storage bills, and reduce the clutter in your office.

“ The fact that we have managed to improve our service levels while saving money has been a huge win for us as a business. ”

Daniel McDonald

Senior Clerk at Fenwick Elliott LLP



## Reassuringly Reassuring



### Confidence your data is safe

What's more reassuring than knowing your records are as safe as houses? How about houses built into ex-military underground facilities and bomb-proof bunkers, fitted with the latest, tested anti-intruder technology and environmental controls? All so your records are safe and secure for as long as they're in our care.

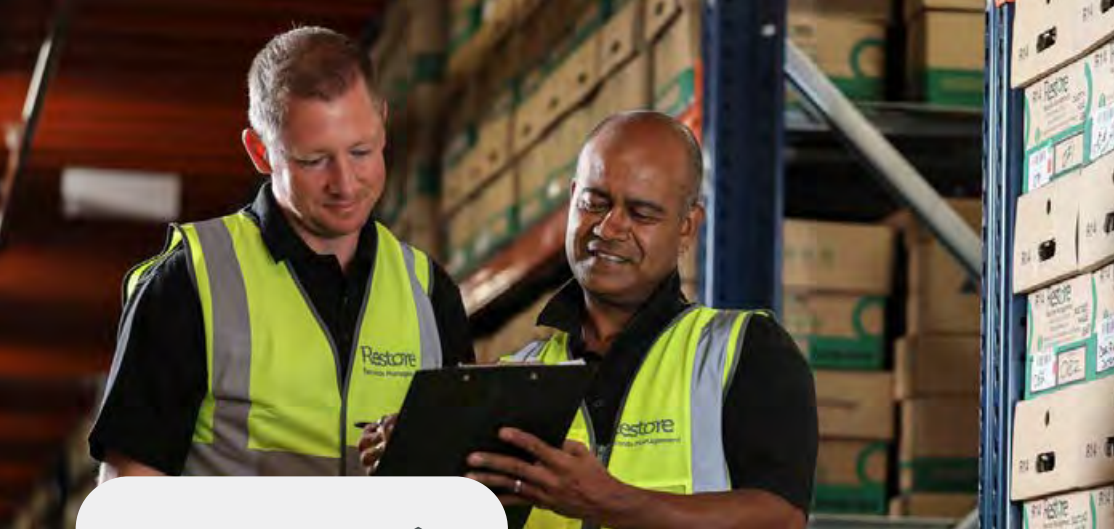
Solihin was so reassured, he chose us to protect his irreplaceable records in perpetuity.

“ Their security levels and stable environment, with specified temperature and humidity controls plus fire safety precautions, are an essential part of the storage solution. ”

Solihin Garrard

Archivist at project Subud





## Ridiculously Regulatory



### Coco for compliance

Our list of accreditations is longer than the queue for a 80s group comeback. No-one else goes to these lengths to exceed the regulations that keep your customers happy and regulators satisfied.

Trusting anyone else is ridiculous. Right, Louisa?

“We have full trust in Restore Records Management to take responsibility for the security, logistics and compliance of our data. This gives us peace of mind and allows us to focus our time on other activity.”

Louisa Price  
Curator at Capgemini



## Problem:

# You need help with more than just records management

## Data management

From sending you careful scans of your paper records to changing off-site storage tapes for you, our trained specialists take on the task of handling your data so your team can keep working on the job at hand.

## Digital transformation

Whether you want to go paper free or simply reduce your reliance on paper, we'll help you reduce costs, smooth the transition, and make sure your data is preserved and accessible at all times.

## Confidential destruction

We can securely shred your physical documents, helping you to reduce your inventory. And you get a lovely certificate of destruction for when the regulators want a peek at your audit trail.

## Relocations

Whether you need to move between floors or move from one building to another, our expertise in safe and secure storage will help you move your assets and artefacts safely and securely.

## Technology

From configuration and deployment, relocation to decommissioning, repurposing or recycling, our experts can help you securely and sustainably manage every aspect of your IT lifecycle. Helping you to become more efficient.

## Solution:

**Our Relentlessly Resourceful specialists can support you through every challenge**



**Problem:**

## You tell us

Perhaps you can see we have the solution to your records management challenges. Perhaps you have a problem I haven't mentioned.

Either way, our team is waiting to listen to you.

They can't wait to understand your business, how you need your records management to change, how we can best meet your needs, and devise some clever solutions to the challenges you're facing.

So get in touch with them today. Give us a call or visit our website and complete our short contact form. Either way, you'll be speaking to one of our experts before you know it.

And when you do, tell us what you need.

And we'll tell you how we'll do it.



**Solution:**  
**We'll tell you**

## You're better than mere off-site storage

Because life is too short for mediocre service. Why waste time on scrambling for solutions, hunting for help, or angling for answers?

Treat yourself and your records to the Relentlessly Resourceful treatment. Don't you deserve it?

We think you do.

**Contact us today!**

**T: 0333 060 8909**

**E: [records@restore.co.uk](mailto:records@restore.co.uk)**

