



INDUSTRY

Legal

CHALLENGE

Diverse arrangements for information management services and archiving resulting from mergers and acquisitions

SOLUTION

Full range of services including records management, scanning, offsite data protection and Accutrac® file management

VALUE

- Improved business efficiency, while keeping client information secure
- Platform for records digitisation with next business day or premium same-day service
- On track to achieve 20% financial saving

CASE STUDY

DWF

ALIGNING INFORMATION MANAGEMENT WITH GROWTH

EXPANDING LAW PRACTICE

One of the fastest growing law firms in the UK, DWF offers a full range of services for business and private clients covering all aspects of law, as well as specialist advice across a range of sectors.

Today, DWF employs over 2,700 people globally, more than doubling in size in three years, aided by organic growth and mergers and acquisitions.

FAST, RELIABLE ACCESS TO RECORDS

Like all law firms, DWF generates and has to retain multiple documents such as client files, case notes, securities, wills and property deeds as well as its own corporate files. Safe and secure storage, with fast and dependable access to records as required, is vital to its business.

With office space at a premium, DWF entered into a long-term contract with Iron Mountain® for offsite records management and storage, which included the collection and secure destruction of documents no longer required.

The Service Delivery Manager at DWF, says: "Our ambition is to become a top 20 law firm and we need suppliers that are able to support our business as it grows. Iron Mountain proved it could

do just that, having both the scale and range of services that our business needs. It also showed a strong commitment to work in partnership with us."

UNIFYING INFORMATION MANAGEMENT

Each time DWF merges with another law practice presents the opportunity for synergy savings from economies of scale. One of the prime areas of opportunity is the optimisation of information and records management.

With Iron Mountain as its preferred supplier, DWF has set a policy to standardise information management services wherever possible. At the same time, it's focusing on deriving business benefit from new information management solutions such as records digitisation.

Building on early success, DWF has progressively increased the number of services it takes from Iron Mountain and, today, that scope extends across the full Iron Mountain portfolio.

STRONG LOCAL PRESENCE

The process starts with the paper archives, as the Service Delivery Manager explains: "When we have merged with or acquired another firm we develop plans to transition storage. We currently have more than 92,000 boxes of files in store with Iron Mountain. This is set to increase to over 200,000 as further records are consolidated."

“IRON MOUNTAIN IS A VERY INNOVATIVE PARTNER, ALWAYS THINKING OUT-OF-THE-BOX TO HELP US FIND MORE EFFICIENT WAYS OF WORKING.”

Service Delivery Manager
DWF

New files earmarked for offsite storage are catalogued and boxed by designated co-ordinators at each of the firm's offices. DWF uses the the Iron Mountain Connect™ online portal to index documents against a unique bar code and to log collection requests. That same portal is used to request files for retrieval, against the standard next business day or premium same-day service.

“Iron Mountain has storage locations close to all our offices, which means we can get to our files quickly whenever we need them,” says the Service Delivery Manager. “Very few, if any, other suppliers could do that.”

BUSINESS CONTINUITY AND SAVINGS

Iron Mountain also provides data protection services, collecting back-up tapes for offsite secure storage on a daily or bi-weekly basis as required. Should data recovery ever be required, Iron Mountain can deliver the required tape to any UK address within hours, at any time of the day or night.

By consolidating information management services with Iron Mountain, DWF has been able to standardise processes across its business and derive economies of scale. “Iron Mountain has a very competitive pricing model,” remarks the Service Delivery Manager. “Once the full transition is complete we estimate we'll be achieving cost savings of up to 20%.”

VALUE ADDED SERVICES

The firm was also impressed with Accutrac®, a document management application. “In Preston we have people spread over three floors,” says the Service Delivery Manager. “Using Accutrac has enabled us to track the location and know precisely where any file is. It's helping improve efficiency and security.”

In addition to its standard services, Iron Mountain has tailored a number of propositions specifically for the law firm. For instance, as well as serving all DWF offices, Iron Mountain has extended its service to support the firm's agile working programme by delivering documents to and collecting confidential waste from home-based team members.

Recently, Iron Mountain has begun to digitise selected files for DWF, making them available to view or download over the web via its highly secure Digital Records Centre for Images (DRCI).

“THE IRON MOUNTAIN SERVICE IS SECOND TO NONE. WE HAVE A SINGLE POINT OF CONTACT BACKED BY A SUPPORTIVE AND RESPONSIVE SERVICE TEAM THAT UNDERSTANDS OUR BUSINESS AND ALWAYS DOES ITS BEST TO MEET OUR NEEDS.”

Service Delivery Manager
DWF

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ABOUT IRON MOUNTAIN

Iron Mountain operates in major markets worldwide, serving thousands of customers throughout the UK, Europe, US, Canada, Asia Pacific and Latin America. For more information, visit our website at www.ironmountain.co.uk or at www.ironmountain.ie

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