



Records Management System Implementation



Client Issue

A key division of a major PLC group that stores, transports and retrieves data for third party companies, wanted to rationalise the way they kept their records in order to save costs and gain efficiencies.

They had multiple storage sites across the UK and Europe, which they had acquired over time. This meant that many of the sites used different business applications to track the storage, accounting and reporting details of their items. Across the 35 sites there were several business applications in operation.

The client wanted to embark on a major rationalisation strategy in order to generate business benefits. The multiple site-specific systems were a key obstruction to delivering this.

Our Response

Nemea initiated a major rationalisation programme to implement a single common site, location, box and file management system in order to position the organisation for more effective operation in the future.

After initial business analysis, Nemea supported the client in selecting a single best of breed business application. The new system provided up to date efficient management of space as well as common invoicing, reporting and accounting processes across the business.

Following the selection process a more detailed phase of business analysis and requirements capture was carried out to support the design phase of the project and ensure that both functional and data requirements were fully specified.

Nemea provided a two-tiered project management framework, effectively managing both the overall project, and providing detailed implementation management. Furthermore, a unique feature that needed to be taken on-board was to re-engineer the client's customer service level agreements as part of the overall project.

Benefits

The project provided the client with a single integrated business application across all sites, enabling the consistent management and processing of customer data.

This achieved:-

- Greater control and transparency within their business
- Improved accuracy of data and information
- Significant cost savings, including reduced maintenance costs
- An improved framework for managing increased business volumes.