

Major Financial Institution



Recommendations:

- Convert files from an alpha to a straight numeric filing system
- Centralize storage on one floor (as opposed to three)
- Create a controlled centralized file room automate the records management process
- Merge over 150,000 client-related files into approximately 75,000 single files

As part of an effort to improve customer service, one of Canada's major banks made the decision to consolidate its post sales service function into five regional business service centres. Faced with the necessity of consolidating files from three different systems into one and making sure the files were made more accessible while remaining secure, they turned the job over to TAB.

TAB undertook a thorough needs assessment study at the bank's Business Service Centre in Toronto. We recommended that the bank should:

- convert files from an alpha to a straight numeric filing system
- centralize storage on one floor (as opposed to three)
- create a controlled centralized file room
- automate the records management process
- merge over 150,000 client-related files into approximately 75,000 single files

Equipped with electronic file listings from the bank's host system, the TAB team worked around-the-clock shifts in an off-site warehouse over a weekend to convert the files. We believed the project could be completed faster if access to files had to be shared with bank personnel during regular working hours. Unfortunately, we discovered there were so many data inaccuracies that only 60% of the files could be converted over the weekend.

Learning from experience, the TAB team reversed its methodology for file conversions in the bank's other business centres. The TAB team worked on-site at the bank, providing bank personnel with access to files at all times. All files were verified against the bank's database. Future accuracy was ensured by downloading the bank's database into TAB's File Tracker for Windows software - ultimately not only providing the bank with an accurate database of all active client files but also laying the groundwork for the day when all its documents will be imaged electronically.

Here's what the bank's project manager has to say about their new document management system: "It has improved our ability to process requests and service our clients. It's heaven compared to what we had. We can account for a file 24 hours day - we always know where it is."

case study



TAB

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