Successfully overhauling RM to integrate with a new business system: How TAB helped Steinbach Credit Union

Replacing a critical business system is a major operational challenge for any organization, but what if it also impacts the way records are managed? This was the situation that Steinbach Credit Union faced. In the process of implementing a new banking system, Manitoba-based SCU identified that in order to ensure its paper and electronic records matched the advanced program, it also needed to overhaul its entire RM system.

For SCU, this meant developing a new process for labeling, storing and retrieving files. It needed a partner that understood complex banking conversions and was familiar with the appropriate requirements and terminology. SCU's staff reached out to other credit unions to get suggestions on possible vendors, and TAB came highly recommended. Impressed by their proven track record and understanding of banking filing systems, Steinbach decided to go with TAB.

New system, big challenge

Steinbach is the 9th largest credit union in Canada and has over 75,000 members throughout Manitoba. Its three branches house close to 175,000 records in a collection consisting of lending and investment, member and client history records.

The credit union was transitioning from the CUBS to eroWORKS banking system. Under CUBS, multiple people shared the same member number. This, coupled with a confusing RM system, made it time consuming to transfer, retrieve and locate files.

The transition required re-organizing and re-labeling all of Steinbach member files to reflect the change to eroWORKS, which assigned each person their own member number. It was imperative that the entire process happen behind the scenes with minimal disruption to day-to-day activities.

The plan

TAB developed a strategy that would continually add value to Steinbach's RM program, guarantee a seamless transition to eroWORKS, and ensure daily activities continued as usual.

The TAB team trained Steinbach's staff on the impact eroWORKS would have on their RM system. They also conducted an on-site survey of Steinbach's file room to determine what issues needed to be addressed and what resources they had to work with.

TAB then proposed a comprehensive plan that consisted of three phases: database creation and validation, supplies requirements and physical conversion.

Database creation and validation

In order to create the most effective RM solution, it was imperative to work with only valid records. TAB completed a comprehensive content record audit of existing files to clean up any duplicate records and amalgamate all single documents that belonged to a member into one file. They also implemented a records management software solution, which was used to track the newly numbered records and create accurate labels for the new filing system.

Supplies requirements

Steinbach wanted to reduce its carbon footprint and re-use existing folders. TAB custom designed a label template and matching index to be used in conjunction with the old folders. They also developed a standardized process for label creation to be used by Steinbach's file room staff. The goal was to have an efficient and streamlined system to mitigate the risk of improper labeling and storage.

Physical conversion

The TAB team used the customized index and software to develop a comprehensive RM system to retain and archive Steinbach's records. TAB used the index to create labels that reflected the new member numbers and put the appropriate record into each repurposed folder.

TAB and Steinbach worked together to ensure that files were accessible during the conversion while they were out of the file room. They also worked together to locate files as needed. TAB strived to ensure that disruption was kept to a minimum, and as a result, Steinbach was able to conduct day-to-day business as usual.

Results

TAB's solution allowed for more efficient and accurate file retrieval and management. Rather than having to physically search through stacks of records, staff could now input a member number or name and instantly locate the record. Even after CUBS went offline, staff could search for records using the old numbers. Files could be easily transferred from branch to branch and tracked using the RM software.

Like with any major change, there was some apprehension and hesitation surrounding the new process, but once staff started using the system, they were pleasantly surprised by how easy it was to use. File room staff could quickly and efficiently locate information by using a variety of queries and searches.
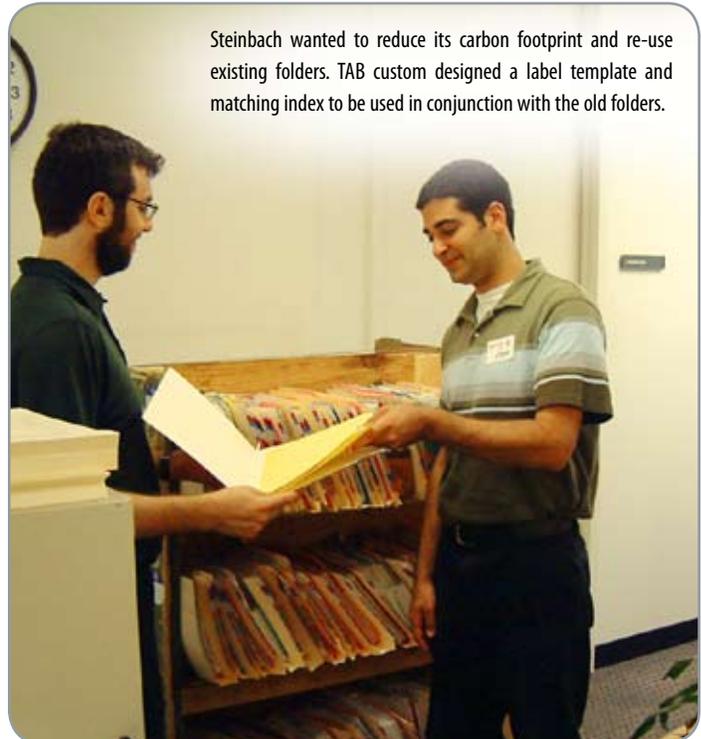
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The new system also fostered better dialogue between branches. Transferring files became a seamless process, and staff could quickly determine which branch had what record by running a search in the database.

"As an internal business unit, the file room staff is bringing more value to the organization with the knowledge they now have," says Melodie Garing, a project manager for the conversion.

Talk to TAB

Need a new RM process to accompany a major systems change but don't know where to start? TAB can help! Visit our website for more information.

www.tab.com
TAB Case Study: Steinbach Credit Union