



In 2013, Northamptonshire County Council transferred its entire physical archive to Box-it South Midlands' document storage facility, which involved moving over 40,000 boxes from the previous supplier.

"The team at Box-it has provided a first class service during the transition, and continues to do so now as business as usual. Box-it's willingness to spend time with users to help them understand the systems, adapt new ways of working and the overall approach to supporting our business has been excellent. We were hoping for an archiving 'partner' to support our wider business, and I believe we have found this in the team at Box-it."

**Robin Parr,**  
Information Governance Officer,  
Northamptonshire County Council

### Benefits Overview

- Improved control and visibility of archive
- Fully secure, humidity controlled storage for archive boxes
- Efficient barcode track and trace system
- Online account management, including online order requests
- Scheduled collections and deliveries, as well as urgent retrievals
  - Comprehensive audit trail and lifecycle management
  - CRB checked Box-it staff using Box-it's own vehicles

### The Background

It was in 2012 when Northamptonshire County Council made the decision to retender its document storage service. Box-it South Midlands successfully won the tender, demonstrating the business could meet all of the Council's service requirements at the lowest cost. This also meant the Council switching from the previous supplier's manual operation, to Box-it's full RS Web managed service.

Box-it duly assigned a project management team to direct the operation to ensure expectations were met, and that the transfer was as seamless as possible, working closely with the Council's Information Governance Officer.

### The Solution

Inevitably, moving 40,000+ boxes needed meticulous management and effective channels of communication. Box-it liaised with the previous supplier and managed the transfer, while keeping Northamptonshire County Council informed during every phase of the process.

The transition was complete within nine months. During this time, a key role of Box-it's project management team was to ensure continuity and accuracy of service. This involved managing the ongoing business from Box-it's own archive, as well as that of the Council's previous supplier. Box-it also had to facilitate and co-ordinate incoming boxes in a timeframe compatible with their exit from the previous supplier.

Quality of service is top priority for Box-it, and the business is well-recognised for its flexible, proactive approach. Northamptonshire County Council was impressed with Box-it's willingness to meet, and even surpass, their contractual demands.

With all the boxes moved, and with RS Web online account management, the Council now has more visibility of what is in the archive, and users have more control over the material. RS Web also provides a central overview of all archived content and greater efficiencies in managing the contract, as well as the lifecycle of documents. RS Web is very user-friendly, and once Box-it had conducted training, users at the Council were quick to adapt and embrace.

Scheduled retrievals are delivered twice weekly, but should a box or file need to be returned more urgently, then there is the facility to recall with an hour's notice. The latter could apply to documents required for court cases or urgent Police disclosures, and in every instance Box-it has delivered; accurately and on time.