



OVAL LIMITED

**ASSURING STRONG
INFORMATION SECURITY**

Consolidating records storage with Iron Mountain is helping Oval manage its document archives for better customer service

CHALLENGE:

Inconsistent document archiving arrangements with varying degrees of safety and security

SOLUTION:

Iron Mountain records management and storage enables files to be securely transported, stored, located, and retrieved

VALUE:

Document archiving offers value for money while protecting the company's reputation for service excellence

“Cost was not the primary driver for this project. Compliance, safety, and security were the issues. With Iron Mountain those concerns have disappeared.”

Mark Chadwick
Group Property Manager
Oval Limited

CLIENT

As an integrated group comprising insurance, risk, healthcare, and financial advisory specialists, Oval brings a wide range of expertise to the table. The group's success is based on delivering first class service, locally, to clients throughout the UK. Those clients range from multinationals and small businesses to sole traders and private individuals.

Since it was established in October 2003, Oval has built a strong business by acquiring and integrating high-quality regional brokers and financial advisory firms. These handpicked companies already had excellent reputations, and were well known for their attentive approach. To date 34 such companies have joined the Oval group and the business has more than 1,200 employees across the UK.

CHALLENGE

An area prime for standardisation was document archiving as Mark Chadwick, Group Property Manager at Oval, explains: “We had inherited a wide range of different storage

arrangements, offering varying degrees of safety and security. I looked at the existing contractual arrangements and I was frankly quite concerned. Some of our offices had contracts with professional storage contractors, but others had ad hoc arrangements like storing documents with local removal companies or, in one case, in a rented garage.”

At the heart of the Oval business model is an emphasis on service excellence and total commitment to client care. The group constantly aims to exceed service expectations and accordingly is proud of its high client retention rate. “For a company like ours with a strong customer service reputation to uphold, that approach to document archiving was not sustainable,” continues Mark Chadwick. “Three of our offices already had contracts with Iron Mountain, but they were the exception. When I investigated those contracts, Iron Mountain emerged as the perfect business partner for our archiving needs.”



CASE STUDY FINANCIAL SERVICES

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SOLUTION

Although business information has massive potential value, it's also prey to management challenges. These are made worse by fragmented storage arrangements. The aim, over time, was therefore to centralise and standardise document storage arrangements across the Oval group of companies.



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Oval put in place a central bulk contract with Iron Mountain that all of its offices could use and benefit from. Iron Mountain's off-site secure storage is world class. It features environmental control, and fire detection and suppression systems, together with 24/7 CCTV monitoring, access controls, and intrusion detection. Its track record of safe and secure document transportation is second-to-none.

“This was a big project that would take months, if not years, to complete,” says Mark Chadwick. “We needed to respect contractual commitments with other storage contractors and work closely with Iron Mountain to ensure that we retained full traceability of records once transitioned.”

Oval has a huge document archive including insurance proposal forms and claims files, as well as confidential financial records for personal clients. Some, such as those relating to potential asbestos exposure claims, date back over 40 years. They may be rarely needed, but instant availability is essential when they are.

Documents are identified with a unique code at file level. Groups of files are then combined together in a box, also with a unique identification code. The Iron Mountain service features an online portal through which customers can label, describe, search for, and locate documents. Retrieval can be requested for next-day, half-day, or emergency delivery. Costs are transparent with charges per cubic foot of storage per month based on a sliding scale that decreases with the volume of

documents stored. Retrieval charges reflect the speed of service required on a per occasion basis.

VALUE

Working with Iron Mountain, Oval has established secure document storage arrangements available to all of its offices under a single contract. The transition of Oval archives to Iron Mountain is yet to be fully completed, but is proceeding to plan.

Mark Chadwick confirms: “Twelve of our offices are now using the Iron Mountain facilities and we are currently storing around 18,000 cubic feet of documents in some 13,000 boxes. That will rise to over 25,000 cubic feet once the transition is complete.” At that time the volume discount scheme offered by Iron Mountain will see monthly storage charges per cubic foot reduce by up to 40 per cent.

Storing important documents safely and securely is vital for Oval, but effective and timely retrieval of records is business critical. Typically, Oval retrieves around 40 archived documents per month, with up to a third being emergency deliveries. “We are not a big user of Iron Mountain document retrieval services,” says Mark Chadwick, “but when we need a document we need it quickly. Iron Mountain can deliver us any document in hours and I have only good things to say about its service quality.”

Mark Chadwick sums up: “Cost was not the primary driver for this project. Compliance, safety, and security were the issues. With Iron Mountain those concerns have disappeared.”