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MANAGED SERVICE LEADS
TO LASTING TRUST

Iron Mountain document storage service means Nabarro maintains its market-leading client service

CHALLENGE:

Maintaining comprehensive paper-based records while conserving highly valuable office space

SOLUTION:

Fully managed records management and storage solution, with Iron Mountain specialists stationed on-site

VALUE:

Consistent and cost-effective processes, enabling efficient and secure document storage and retrieval

“Over the years, we have regularly tested the market, and Iron Mountain has continued to come out on top in terms of flexibility, price, and the quality of service it provides.”

Chris Francis
Records Supervisor
Nabarro

CLIENT

Nabarro is a major UK commercial law firm renowned for its wide-ranging expertise across both public and private sectors. With around 125 partners leading approximately 400 lawyers, a broad range of corporate legal services is offered to major national and international clients. Nabarro has its headquarters in central London, with offices in Sheffield, Singapore, and Brussels.

CHALLENGE

Like most law firms, Nabarro needs to store a vast range of documents safely and securely. Client files, property deeds and wills need to be retrieved rapidly whenever they are needed. Limited space for storage and archiving at the firm’s main offices in London and Sheffield saw Nabarro opt for an off-site document solution. Iron Mountain was appointed as the single document management provider many years ago, and the relationship is still going strong.

Chris Francis, Records Supervisor at Nabarro, says: “Over the years we have regularly tested the market, and

Iron Mountain has continued to come out on top in terms of flexibility, price, and the quality of service it provides.”

SOLUTION

Fast and efficient access to files is essential because it impacts the quality of service Nabarro can provide to its clients. As the company has developed and grown, so has the service Iron Mountain provides. Today, Nabarro uses a blend of open-shelf storage for active files and box-based storage for archived items.

Chris Francis explains: “We find open-shelf storage to be the most cost-effective way to store our most active files. It’s easier to reach the files we need and we only pay for the space that we use.”

Iron Mountain provides Nabarro with a fully managed service, which includes three full-time Iron Mountain document management specialists based at the firm’s main London offices. “We think of Iron Mountain’s on-site people as part of our team,” says Chris Francis. “It really gives us a big advantage because they

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As well as open-shelf storage for active files Nabarro uses box-based storage for archived items destined for deep storage. The Iron Mountain people working on site prepare documents for storage and arrange retrieval as required. “If ever there’s a problem locating a file, we have direct access to staff at the Iron Mountain storage location, which helps get things resolved very quickly,” confirms Chris Francis.

Iron Mountain provides a twice-daily document collection and delivery service to the London office and a once-daily service to Sheffield. It also offers a premium two-hour emergency retrieval service at both sites, a service that Nabarro uses three times each week on average.

“We know that our files are in safe hands with Iron Mountain,” says Chris Francis. “Its storage facilities are very impressive and feature all the latest security and fire suppression systems.” Iron Mountain’s transport fleet offers similar protection, including GPS vehicle tracking across the UK and Ireland.

VALUE

Working with Iron Mountain as long-term sole supplier of records management and storage services has resulted in lasting mutual trust between the companies. The partnership has delivered consistent, fully integrated processes that enable the secure storage, transport, and retrieval of files, efficiently and cost effectively.

Moreover, as Iron Mountain provides a fully managed service, Nabarro doesn’t need to assign its own resources to day-to-day records management activities.

Chris Francis sums up: “I’m constantly delighted with the service that Iron Mountain provides. Costs are very competitive and Iron Mountain is very flexible, always going the extra mile to meet our changing needs.”

With the Nabarro Singapore office starting to expand, the firm is talking to Iron Mountain about implementing similar document management and storage services there.



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Iron Mountain operates in major markets worldwide, serving thousands of customers throughout the UK, Europe, US, Canada, Asia Pacific and Latin America. For more information, visit our website at www.ironmountain.co.uk or at www.ironmountain.ie

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