



FileTrail®

RECORDS MANAGEMENT

CASE STUDY:

Investco gains high compliance with FileTrail and implements formalized retention across the enterprise.

CLIENT PROFILE

INVESTCO FINANCIAL CORPORATION

HEADQUARTERS:

Sumner, Washington

CLIENT SUMMARY

Investco Financial Corporation is a privately held real estate investment and development firm headquartered in Sumner, WA. It develops and manages a variety of real estate assets and including residential, commercial, mixed-use and industrial properties. Investco has been part of the northwest community for more than 25 years and believes in building projects that add lasting value to the community.

FILETRAIL PRODUCTS & FEATURES IMPLEMENTED

- » FileTrail Records Management - Tracking and management of physical records. Formal classification and management of retention.
- » On-demand printing of color-coded folder labels.
- » Sharing and management of images and electronic documents.



The configurability of FileTrail let us create a perfect fit for each department, ensuring the maximum benefit for Investco. FileTrail made consensus possible by accommodating the unique needs of each department, while enforcing standards and giving me centralized oversight and control.

EMBER D. KRUMWIED, CRM
Records Manager
Investco Financial Corporation



BACKGROUND

Investco Financial Corporation's 25 year growth demanded the need for a comprehensive records management program. Ember D. Krumwied, CRM, was hired to create records management policies and practices, and employ records management software to implement these new policies.

Investco performed a comprehensive evaluation of records management applications to select the vendor that best fit their needs. Key functionality that Investco was looking for included:

- » A browser-based solution
- » File tracking capabilities
- » Records retention management
- » On-demand color coding
- » Integration with ECM systems

Investco selected FileTrail based on its ability to provide all of these functions. Being completely browser-based, with unlimited user-defined fields and an unlimited classification system set FileTrail's apart.

SELECTING FILETRAIL

Implementing an enterprise records management (ERM) solution involves creating standards for records classification, records-handling practices, and retention for the entire organization. The initial challenges include mapping the data descriptors used by each department, creating retention policies, selecting the record management software, etc. The capstone challenge once that work is done, is getting people to comply with the new policies and use the software.

"FileTrail made consensus possible by accommodating the unique needs of each department, while enforcing standards and giving me centralized oversight and control," said Krumwied.

FileTrail

FileTrail is the leader in information governance for regulated industries throughout North America, the UK and the EU.

Through long-term, partnering relationships with leaders in financial, energy, life sciences, and other industries, we have built knowledge that is reflected in our solutions.

As your partner, we guide you through the implementation of your IG strategy. We deliver physical records management, visibility and disposition of documents across your many repositories, and archiving of documents to lower cost storage.

We integrate with a major EDM systems, file shares, major financial systems, and security provisioning systems, to create a fully integrated and automatic solution that saves labor, reduces costs, and reduces reliance on internal IT staff.

Stay on track with FileTrail. We'll help you get there. Contact us today for a quick discovery call.

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Accommodating Diverse Needs

Keeping track of corporate records is a challenge in a varied and decentralized environment. There are many departments at Investco, each with their own filing system. In addition, many remote properties across the US create and/or house records that are subject to retention policies.

FileTrail addressed the challenges at Investco in several ways. First, the unlimited classification system and unlimited number of user-defined fields created a perfect fit for each department.

FileTrail also addressed the challenges with enterprise-class security, controlling access so that each department felt as if it had its own private, secure system. And through its browser-based interface, FileTrail was easily accessible and familiar to staff.

"The ease and organization of FileTrail's program has not only saved me time, but made my job much more manageable," said Amanda Perry, a paralegal in the legal department.

RESULTS

As a result of implementing FileTrail, Investco is undergoing subtle changes that have deep, meaningful impact on efficiency and risk. First, creation of records is now a standardized process throughout the organization.

Validation enforces standardization of data. As a result, the quality of search results is improved, making it easier for users to locate needed records. Standardization and automation of color coded labeling saves time in creation of new files, while simplifying retrieval and refiling.

"I wanted to let you know that I printed all my labels and they look AWESOME!" said Nicole Howe, HR Administrative Assistant. "Thanks for doing such great training - FileTrail is easy to use. What a great system!"

FileTrail gives users autonomy over the records in their business unit while ensuring that standards are kept. This autonomy eliminates the concern about compliance in the departments and remote locations and the need for records management staff to review everything.

"User-independence comes from the ability of each user to now create, search, and retrieve the information they need with little or no assistance," said Krumwied. "This independence is vital for a growing organization where your administrative staff may not always be available to assist."

Compliance becomes universal across the organization as standards are applied. In some areas compliance is automatic because of FileTrail, while in others compliance is easier to apply because of the tools within FileTrail.

"With the ability to now conduct records audits, departments will be in a better position to determine if the company policies and procedures are being followed," said Krumwied. "This will not only ensure that all business records are properly being cared for, but will also help to document compliance with regulations and laws."



One of the biggest challenges I faced as a CRM creating the company's first records management program was winning support and compliance of all the staff and departments that I needed to be successful,

EMBER D. KRUMWIED, CRM
Records Manager
Investco Financial Corporation

