

#### Secure archive storage for boxes, documents and media

Secure document storage, backed by first class retrieval and management services, are essential in today's professional economy. Increasing legal requirements and the need for best practice mean that more and more of the data that businesses generate must be kept securely for longer periods of time, if not indefinitely.

With the average company doubling the volume of business records it keeps every 10 years, the cost and manpower needed to securely archive important records, documents and media files is increasing dramatically.

Business Records Management (BRM) provides a cost-efficient, reliable and secure solution for businesses in London and the M25 area, and along the A1/M1 corridor, from our unmarked premises in Peterborough and Dunstable. Using state-of-the-art bar code technology and many years experience as a leading archive and document storage company, BRM offers a comprehensive business records storage, retrieval and management service that is trusted by both multi-billion pound international organisations and smaller private professional firms.

We understand that the hidden costs of securely archiving, storing and managing documents and records can often make a significant impact on the bottom line. Common problems experienced by companies include:

- Substantial manpower and clerical input required to file data, store it securely and retrieve it when required;
- Losses though accidental destruction, misfiling and poor indexing;
- Excessive demand for secure office filing space and related storage equipment;
- Difficulty in identifying and retrieving the correct records or files and securely destroying them when required.

#### The Secure Alternative

Business Records Management is a specialist in boxed archive, live file and media storage and management.

We have invested in purpose-equipped risk assessed premises and systems that guarantee your data is securely stored and can be easily retrieved or confidentially destroyed at any time. Our benefits include:

- Bar coding all archive boxes of records and files and using automated systems to file them efficiently;
- Computer driven retrieval;
- Secure Internet accessible read-only record databases so you can electronically view your archives and issue online retrieval, collection or confidential destruction instructions;
- Bomb-proof secure, dry and heated storage facilities;
- 24-hour security;
- Low-cost transparent pricing policy based on per box per month;
- Secure collection and delivery to your premises if required.

Need secure commercial warehousing too? Visit the website of our sister company – [Big Web Warehouse](#) – the specialists in providing convenient serviced and secure commercial palletised goods storage to manufacturers, distributors and importers.

**Contact us today on 0800 0747234 (or international +44 1733 405100), or by email ([info@bigww.co.uk](mailto:info@bigww.co.uk)).**

**for an instant quote or to arrange a free relocation and risk assessment survey.**

Or click on the menu bar to read more about us and the services we provide.

## About Us

### Who We Are

Business Records Management is a leading independent data and business records storage, retrieval and management company that offers a range of cost effective and secure storage services to professional and office-based clients including legal and accountancy firms.

A wholly owned subsidiary of Lester Holdings Ltd IOM, the business is not a brokerage but instead owns its own centrally located secure storage premises which all have 24-hour security and are risk assessed for environmental hazards and fire protection. In addition, Business Records Management has invested in the latest technology to deliver an unrivalled service to its many national and international clients.

Business Records Management has a strong customer-focused ethos and is proud of its many experienced and knowledgeable staff around the country.

These include the following regional representatives:

- **Ian Woodcock** – London, Home Counties and A1 North corridor. **Call Ian on 0800 0747234.**
- **Rob Cooper** – Midlands, Peterborough, Cambridgeshire. **Call Rob on 01733 405100.**
- **Nigel Lester** – North of England and Scotland. **Call Nigel on 01706 227409.**

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## Technology

### Bar Code Efficiency = Significant Savings

At Business Records Management the latest technology is at the heart of our super efficient data and records control system.

Every archive box of records or data is allocated a unique bar code and electronically verified and added to our secure databases, thus reducing human error to a minimum. Once registered, the location of each archive box and the records it contains are permanently linked resulting in rapid retrieval whenever required.

The high accuracy of this system allows BRM to adopt very compact storage processes and make substantial savings which we pass on to you, our client.

### Live Online Stock Control – The See-It System

Keeping track of your data and records, and at a moment's notice being able to generate reports detailing its movements, is vital to many of our clients. That's why BRM has created the revolutionary See-It online stock reporting system which allows you to securely access our databases and gain 'live' information about your archives.

Want to know the history of your data and records movements, how much is currently held on-site, or which items are in transit? All this information and much more can be instantly retrieved from the See-It system from anywhere in the world 24-hours a day.

The system also allows clients to issue retrieval, collection and destruction instructions directly to Business Records Management, saving you time, money and inconvenience.

The See-It does not replace traditional telephone and fax communications but is a valuable additional service aimed at providing the best service possible to our clients.

[Click here for online demonstration of the See-It system.](#)

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## Live Filing

### Daily Records Management = Maximum Efficiency

At Business Records Management we know that the temptation to keep all your data and records to hand can be very expensive. The ever expanding need for valuable floor space and more and more manpower to organise, file and retrieve files represent significant hidden costs to your business.

That's why BRM has developed its Live Filing service which saves you time, space, money and inconvenience. The service, which is already used by a number of professional firms throughout the UK, involves the relocation of your filing system, with minimum down-time, to secure BRM purpose-built live filing units and regular daily file recovery and returns to your office by our own drivers.

In addition to the space and manpower you immediately save in the office by using the Live Filing service, clients also reap the following benefits:

- The ability to track files from store to desk and back via the secure online See-It system;
- The ability to issue online retrieval, collection or destruction instructions via the See-It system;
- Rationalisation of live file to archive ratios i.e. is a file really live or is it archive;
- Accurate file life auditing which prevents holding material which can be destroyed;
- Comprehensive reporting by cost code, by file type, by destroy date or by any other criteria.

By allowing BRM to take on responsibility for your records on a daily basis, clients are also able to reemploy staff who previously spent their valuable time filing and instead have just one file coordinator responsible for all incoming and outgoing file requirements.

Your coordinator will have 24-hour access to the See-It system and can deal directly with BRM's storage and filing operatives, each of whom is equipped with mobile computers and telephones.

A Live Filing project can include any or all of the following services:

- Removal and preparation of your stored files and data;
- Clearance of shelving and other physical storage equipment from your site (saving your valuable space);
- Transfer of all files to a secure BRM live file store;
- Identify and securely bar code all files;
- Match with your own records database if in existence;
- Allocate file archives to a secure live file area on mobile or static shelving;
- Construction of your company's own See-it system database;
- Retrieve and replace files as required;
- Interleaf new documents into files as required;
- Deliver files to your door and collect when required;
- Review the status of files and archive those no longer required on a daily or regular basis (thus reducing Live Filing costs);

- Follow destruction instructions and destroy any files or records requested and verified.

Quotes for the Live Filing service offered by BRM are based on several factors including the time and costs of relocating files, the requested frequency of deliveries and collections, and the storage space required to create your own off-site storage facility. However, we offer a **free relocation and risk assessment survey** and charge for storage on an easy to understand per box (or metre) per month basis.

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## Archive Storage

### Archive Storage – Helping You Save on the Hidden Costs to Your Business

It is neither cost-effective nor convenient for a business to store all of its old files and records on its own premises. Valuable floor space which could be used for more profitable purposes is wasted and the hidden costs of having staff undertake filing soon stack up.

Storing archive files in unmanaged lofts, garages, miscellaneous stationary cupboards or even lock-ups is not a permanent solution to the problem and in the end can prove far more inconvenient and costly.

Business Records Management offers a comprehensive and responsive solution which comprises the following elements:

- Your old files and records are stored in BRM's own secure temperature controlled purpose-built premises, thus removing them from physical damage and human error;
- All your files and records are viewable, and can be managed, via the online See-It system which is accessible 24-hours a day from anywhere in the world;
- You can issue online (as well as telephone or fax) instructions to have a file or record retrieved and returned to your office or securely destroyed;
- Schedule destruction dates for expired files or records months or years in advance.

Clients of BRM's Archive Storage service also benefit from the following advantages:

- Service and customer responsiveness levels that far exceed client expectations;
- Transparent and flexible charging system;
- Flexible and uncomplicated contracts;
- See-It system archive databases constructed and manageable in various languages;
- Capacity to match their business's growth.

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- Removal and preparation of your stored files and data;
- Clearance of shelving and other physical storage equipment from your site (saving your valuable space);
- Transfer of all files to a secure BRM archive store;
- Identify and securely bar code all files;
- Match with your own records database if in existence;
- Allocate files to either a Fast Pick or Archive storage area (on mobile or static shelving) depending on the forecast retrieval need;
- Construction of your company's own See-it system database;
- Retrieve and replace files as required;

- Interleaf new documents into files as required;
- Deliver files to your door and collect when required;
- Review the status of files and archive those no longer required regularly;
- Follow destruction instructions and destroy any files or records requested and verified.

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## Facilities

### Big Enough to Cope – Small Enough to Care

Business Records Management boasts more than 160,000 square feet of secure storage space capable of storing files and records on shelving up to 8 metres in height.

This vast capacity is arranged in aisles and is made up of both static and mobile shelving and racking, all of which is electronically bar coded in addition to every file or record we receive. Laptop computers and bar code reading software ensure all records and files we store are correctly located at all times, and can be easily and quickly retrieved whenever required.

BRM uses the Cardex live computer system to enable it to locate whole groups of files or records at the touch of a button. Our investment in the latest technology, and purpose-built temperature controlled and bomb-proof premises, make us one of the UK's leading business records storage and management companies around.

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## Data and Magnetic Media

### Protecting your Electronic Records too

Business Records Management understands that in today's economy magnetic media and electronic storage devices are as vital as traditional paper records and files.

Hence the company also offers a magnetic media storage service which benefits from the same high security levels and environmental protection as our paper-based services.

Having your company back-up tapes or other electronic storage devices stored by BRM protects you against loss from a natural or man-made disaster, accidental loss in the office, or even accidental destruction or wiping by a member of staff.

All magnetic tapes we hold can be rotated on a predetermined regular basis, and the client has the option of either collecting the back-ups themselves from our secure premises or having them delivered to a strict schedule.

## Data Warehousing

More and more companies are realising that having a comprehensive disaster plan should the worst happen is now a business essential.

BRM aims to facilitate this by providing secure space for back-up computer servers and offering shared space on its own servers. High volumes of 'mission critical data' can be transmitted to the servers via ISDN or broadband, enabling clients to have a complete off-site back-up system ready and waiting.

All data held on servers at BRM is protected with highly-specified security and hourly upgraded virus protection.

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## Secure Destruction

### Security at the end of your Records or Files life

The secure destruction of sensitive and confidential information is essential to comply with national and international legislation and to maintain commercial integrity.

Damage to your reputation, viability or competitiveness could all result from allowing any of the following documents to fall into the wrong hands:

- Customer records;
- Marketing plans;
- Financial reports;
- Internal memoranda;
- Minutes of meetings;
- Payroll data;
- Costings;
- Handwritten business notes.

Business Records Management has its own secure shredding facility where it effectively destroys business files and records at the end of their life. Companies using BRM's secure destruction service have the confidence of knowing that all documents are shredded to level 3 of the European DIN 32757 standard which states the size that material must be reduced to before it is classified as 'destroyed'.

### The Data Protection Act 1998

Under the Data Protection Act, companies are responsible for the security of personal information. In October 1998 the revised, amended and strengthened Data Protection Bill became law (EC Directive No. 94/45/EC).

The law now extends much further than the 1984 Data Protection Act by including not only personal data held on computers but also data recorded in a manual filing system. Personal data is any information relating to an identified person. Any information gathered with the intention of being placed in any type of retrievable filing system will also be subject to the Act.

For responsible companies it is vital that when data is finished with, it is destroyed in a safe and secure

manner. Any personal details which become publicly known could lead to the offending company being prosecuted for breaching its legal responsibilities.

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## Project Management

### A Complete End-to-End Solution

At Business Records Management we believe in offering comprehensive file and records storage and management solutions. This includes offering a complete project management service when required.

Typically this includes:

- Surveying the client's building, archive and file store;
- Surveying access and communications;
- Discussing file and archive usage in detail with the client;
- Drawing up a proposal for the removal of the files and the on-going file management;
- Agreeing service contract terms;
- Drawing up a timed schedule of events;
- Drawing up a risk assessment document;
- Agreeing the risk assessment and any other Health and Safety issues with on-site personnel;
- Working on-site including bar coding all files and archive boxes, and creating a database;
- Cross checking with any card index or other manual system;
- Identifying files that can be archived or held off-site as live and files which are current and live;
- Applying cost codes and destruction dates to all materials;
- Preparing for relocation of files and boxes to a BRM storage facility;
- Removing and relocating other files which need to be moved to another of the client's premises or to a new premises, including setting up of temporary racking and terminals;
- Training the client's operatives in management of the See-It system database for live file tracking and the issuing of file instructions;
- Removing (out of hours if required) the archive files and boxes to the storage facility;
- In-loading the files to the storage facility ensuring integrity of the database;
- Quarantining all files that are likely to be destroyed (as out of date or dead matters);
- Removing (out of hours if required) all shelving and mobile racking if applicable;
- Setting up permanent shelving and racking for file storage in the client's new office if applicable;
- Agreeing destruction schedules for end-of-life files.

BRM aims to achieve the seven phrases of good project management (Conceive, Design, Evaluate, Build, Test, Release / Launch, and Review) for all its clients requiring the comprehensive project management service.

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## FAQs

**Will moving our archives to BRM involve disruption to our business?**

BRM is in the business of relocating archives from one or more locations and consolidating the archive with the least possible disruption to normal working.

Some of the relocations we have undertaken have involved millions of items, some just a few hundred. Before any relocation is undertaken, all parties are consulted and time-scales agreed. Then current database information is assessed and the archive is surveyed.

The actual relocation is achieved using all available labour saving devices at a time most convenient for the client. In the normal course of events, the time that a record or file is unavailable is a maximum of 48 hours. New clients will be able to obtain references from existing clients to confirm this.

**How does BRM create a new archive database that we can trust?**

As the records are received at BRM they are logged, bar coded and verified - often using imported and revised existing database information. Even if the data is limited to a box or file number, it is uploaded on to the See-It system within 48 hours for a client to view. The archive is quickly constructed to contain both verified and agreed records and records that are not verified or are unidentified. At this point the client may discover files that should have been destroyed, or duplicates, or otherwise incorrectly filed records. The result is normally a wholesale cleanup of the record archive and database. The proportion of records not verified normally proves to be less than 5%.

**Is the See-it software expensive and will it work on my system?**

The software is not expensive because you do not have to buy it. Use of the system is just one of the benefits of using BRM. The system is web-based so does not need downloading on to your computer.

**We already archive with another company and want to move – how can this be done?**

If you are unhappy with your current service provider and wish to move or are just relocating due to an administrative need, the process is usually straightforward. Advise your current archive company as soon as possible that you wish to move and check the contract small print to see if there are any penalties or contractual issues. There should be none because the records are your property. However, there are some costs involved for your current supplier as the files and boxes have to be picked from the existing system and prepared for transit.

Once the archive is ready for transit, the process is simple. BRM collects the whole archive from the previous company and transports it to a secure BRM archive store. The files and boxes are received and quarantined, although they normally will still be available to you. The data supplied by you and/or your previous storage company is uploaded and the files and boxes are checked against the data sources for accuracy and integrity. Only when this process is complete is the archive located in the storage facility.

**What if there are no computerised records only a Cardex index?**

The physical files and boxes will have some identification on them that ties up with the Cardex index, and this data is recorded to form the basis of a database. Our operatives simply key this data into our specially written programme (which has three safeguards to prevent inaccurate data entry).

**Files need to be archived but they are not in boxes?**

BRM has relocated tens of thousand individual files from client premises, boxed them and loaded them onto lorries even on busy London streets. Numbered labels are issued prior to the collection of the files and these form the basis of the archive BRM will create. Files are loaded in shelf order or as required and the data that will identify the contents of each box is duplicated so that the client can easily retrieve the contents at a later date.

**We have some files that are live and some that may never be looked at again?**

Most archives contain a proportion of files or boxes that may need to be retrieved because they become relevant in the future. There are several different types of location in BRM storage facilities – areas for live files, sleeping files, and dead files, and similar areas for boxes. All can be accessed to guarantee next day delivery of a file. If a matter arises and a number of files are affected, it is normal for the client's file administrator to advise BRM so that the files can be moved i.e. from dead to sleeping areas.



The See-it system software will determine via the history interrogation feature whether a type of file or a cost code has been frequently retrieved even though it was thought of as dead. This data can help both BRM and the client to manage the files efficiently and forecast demand. There is usually an ongoing dialogue with the BRM retrieval team as we promote accessibility and the team is empowered to deal directly with issues for the client rather than have an account management structure that separates the client from the archive store.

**Our archive is in mobile racking and we have no use for it if the archive is moved?**

If the mobile racking is in the way, BRM will remove not only the files but also the racking. The racking can be rebuilt at BRM premises to create a mirror image of the original file store and operated in the same way. This works well for a very active live filing system. BRM has moved static shelving and mobile racks from basement stores and collected them from rooftops of five storey buildings. If it's a challenge, all the better!

**What happens if there is an emergency and I need some information from a file within hours?**

Thanks to data transmission and computer scanners, it is possible for the information you require to be retrieved, scanned and transmitted to you as an email attachment within a couple of hours. If computers are not available, the information can be faxed. If there is a lot of data and it has to be delivered, a courier will jump in a car or on a bike and deliver it to you as soon as possible. The staff at BRM fully appreciate that they are part of the client's team and must respond to urgent requests accordingly.

**What is the difference between an A4 box and an A3 storage box?**

A4 boxes are 15"x10"x10" whereas A3 boxes are usually 12.75" x15" x10" – not a lot bigger but less efficient to store and heavier to handle.

**Can my files or documents be looked at by third parties?**

Security is vital when caring for a client's records. For a third party to view information that is specific to an individual – for criminal or espionage purposes - the person would have to identify the correct building, correct aisle, correct bay, location and box. As all of these elements are only identified by bar code and security access to the data is similar to encrypted data used in e-commerce programmes, the chances of achieving the objective without activating the alarm systems or being stopped by staff are immeasurably small.

In addition, all BRM databases have firewalls and security, and in any event the data held is only alpha numeric (unless otherwise requested) and understood only by the client. If a client feels that some information is extremely sensitive, it can be secured in a bomb-proof vault which is on a specialised site with 24-hour surveillance.

**What happens if something is lost in transit, damaged or defaced?**

As with any physical property, there is a small risk of loss. No matter how careful all parties are in protecting the data, files, or boxes, it is possible to suffer some form of loss. BRM has committed to adequate insurance to cover employee liability, product liability and negligence, and buildings, property and vehicles. Keeping records off-site is part of your disaster plan – keeping digital copies is another important part. If you wish to discuss scanning your paper records to disc, please contact us.

BRM and Big Web Warehouse Ltd are not liable for any consequential loss of any description or type and our terms of business make this clear. In most cases insurers will only insure the archive matter or the value of the paper (£100 per tonne) and will need to discuss other types of insurance with a client if more cover is needed i.e. if there is a risk of not being unable to trade, etc. It is very important to contact your insurer to discuss this matter fully as many policies cover off-site storage.

**What computer hardware do I need to run the See-it system?**

A simple stand alone PC with a modem and a telephone line is adequate. If this is not available, one can be supplied. The dial-in interface can be set up as a desktop icon and the whole system can be operational, including training the user, in just 90 minutes. The software runs under a Microsoft application that is available on most small business computers.

**How long will my archive boxes or files be unavailable during a move?**

Depending on the size of the archive (and we have moved archives with over 90,000 boxes), the individual box or file should not be out of reach for more than 48 hours. This is because each file or box is logged out of its existing store, logged onto the transportation lorry or van, and logged in as soon as it reaches BRM's premises. If a file or box is needed, it is either at the existing store (not logged out), on the vehicle or at a BRM storage facility. Provided that we receive an instruction before 15.00hrs, a file or box that has been in transit the day before can be back with you the following day.

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### Associate Companies

#### Big Web Warehouse

Big Web Warehouse, the sister company of Business Records Management, is a leading independent commercial storage business that offers a range of cost effective storage and fulfilment services to manufacturing, distribution and trading companies seeking improvements to their supply chain and logistics.

With storage capacity of more than 60,000 square feet (equivalent to approximately 10,000 standard size pallets) just at their Peterborough (Cambridgeshire) head office, Big Web Warehouse has the warehousing space to cope with any size shipment or consignment, from just one pallet to several thousand.

[Click here to visit the Big Web Warehouse website.](#)

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### Contact Us

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