

## Ramco-Gershenson Case Study

### FINANCIAL CASE STUDY

## Property management company brings records management into the electronic age.

### Integrated Solution

- Consulting on records management needs and new file room facilities
- Powered, high-density mobile storage system
- Customized, color-coded pocket folders
- On-demand label print software
- SYSTRAC™ bar code tracking software
- Staffing for conversion and creation of records management program

### More Satisfied Customers

- JP Morgan Chase
- US Bank
- Bank One
- Fifth/Third Bank
- Sallie Mae

### CHALLENGE

When Michigan-based commercial property management and development company Ramco-Gershenson was planning their move to a new location they decided to make improvements to their property management filing system. Records for each commercial property were stored in nearly 50 vertical file cabinets and the numbering system did not correspond with the property numbers kept in the company's database. Records were difficult to locate and space management in the new facility was a priority. Many of the property records were inactive and were taking up valuable storage space. A new file room manager was also concerned about risks with non-compliance and viewed the relocation as an opportunity to bring the company's records management into the electronic age.

### SOLUTION

A SYSTEC records management consultant took charge of planning and implementing the file relocation and redesign of the company's central filing system. The first recommendation included designing a numeric labeling system that corresponded with the property management database. The consultant also recommended a document management and bar code software system that would provide the ability to track the location of records as well as manage retention schedules for inactive files. They also suggested a high-density mobile storage system to maximize current and future filing capacity. The relocation team mapped the location of records in the old building, moved designated files to inactive storage and packed and transported active files to the new

location. An on-site team transferred documents from the old top-tab files into new side-tab Red Wallet folders – which incorporated new numeric labels corresponding to the property database – loaded the new mobile storage system and conducted a final inventory. Each file number and location was then entered into document management software

The result was an efficient, space-saving, well-organized file room that increased productivity and accountability while reducing the risk of regulatory non-compliance. File Room Manager Ian Kologek declared the project a success, saying, “This ability to track and report on information throughout its lifecycle has spurred a level of accountability and professionalism that just could not exist without such a system.”

#### CALL OUT QUOTE

“The implementation of an electronic records management system has allowed us to begin capturing information like never before,” he said. “This ability to track and report on information throughout its lifecycle has spurred a level of accountability and professionalism that just could not exist without such a system.”

*Ian Kologek, file room manager,  
Ramco-Gershenson, Inc.*