



# DocuVault Storage Solutions

Protecting your records with 100% certified confidentiality



## Case Study: Secure Storage for Law Firm

Client	- Large law firm in Delaware Valley Area
Services	- Secure off-site document storage - Secure web-based portal for client use
Results	- 120,000 boxes transferred - Cost reduction of over 25% - \$100,000+ in annual cost savings - Complete clean-up and reorganization of records



### Client's Problem:

The client's existing storage and services rates with a national vendor had become unacceptably high. The client was also experiencing incidents of poor customer service with their current vendor on a regular basis. The client had trouble getting call backs, could never reach the same person over the phone, and had to deal with extra administrative fees and multiple accounts while trying to make sense of their service invoices. The CFO of the firm put together a directive to seek out other storage vendors that could provide cost savings and easier to use technology. The client was also seeking more local, personal customer service.



### DocuVault's Solution:

DocuVault's team met with the firm to assess their situation. DocuVault completed a thorough audit of the current vendor's information and provided a turnkey solution for the client that resulted in cost savings of more than 25% and annual savings of over \$100K. In addition, DocuVault paid out the client's closing fees with their current vendor and managed their entire transfer process. DocuVault provided complimentary transportation of all boxes during this process. DocuVault also provided the client with a new streamlined approach to their storage services which included a user-friendly web-based application. To this day, DocuVault provides the client with personal use of a review room at their secure facility to allow the client opportunities to clean up inventory and destroy their outdated records at their convenience. DocuVault continues to provide the client with additional benefits including six minute record retrieval guarantees, immediate document deliveries, and scan-on-demands within four hours of a request every time.



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