

CASE STUDY BUSINESS SERVICES

KPMG HOLLAND

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Hans Zwart
Partner
KPMG Holland

“Twice daily deliveries are made by Iron Mountain to our offices to deliver and retrieve ordered files. Our people can ask for delivery at the nearest KPMG office, collect the files and work on them. They can then return them to the nearest office again at the end of the day. It saves them quite some time and it reduces our carbon footprint.” A file ordered before noon is delivered by four p.m., while files ordered between noon and four p.m. are provided by 11 a.m. the next day.

VALUE

The Iron Mountain state-of-the art facility in Alphen aan den Rijn has secure vaults and storage facilities with the right temperature and humidity, firewalls, steel doors, 24/7 cameras, and automated zone access. Chain-of-custody is maintained during transport by high-security vehicles with locking and alarm systems as well as GPS, so they can be traced 24 hours a day.

The active file management solution offered by Iron Mountain complies with regulation on safe physical storage and transport, and lends transparency to the handling of files. Hans Zwart confirms: “Compliance is crucial for an audit firm. The Iron Mountain web application that’s been developed for file storage and retrieval tells us exactly who’s been working on what file, when, and why. Also, we can order files through this portal, which is really

efficient. If we need to contact anyone directly, we can call client support twenty-four seven.”

The partnership with Iron Mountain has brought other benefits too. In January 2010, KPMG Holland moved its headquarters to a modern sustainable office in Amstelveen, near Schiphol Airport. Outsourced document storage meant far fewer cabinets were needed at the new site, releasing valuable accommodation.

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The fact that Iron Mountain offers records management services to large numbers of other businesses around the world means that it knows how to implement such solutions seamlessly.

Hans Zwart concludes: “Dynamic file management by Iron Mountain saves us up to 18 per cent on the cost of storage space and archive management staff. Moreover, if we still stored the audit files in our offices, we would need to invest in a compliance records management solution, secure facilities, and our own high-security vehicles. It’s much more efficient to outsource such services to a trusted partner.”



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