



# MANY MOVING PARTS, ONE CENTRAL UPGRADE



*“SRS has solved a problem for our team that is much bigger than storage. They have developed, implemented, and automated a document management system across our network that gives me confidence we are compliant with our retention policy and ensures immediate access to critical records. SRS manages the process so my team and I can focus on other important aspects of our business. It has made us more efficient as we focus on growing our business”*

*– Chad Mongelli,  
Senior Project Manager,  
XPOLogistics*

## APPLICATION

XPO Logistics is a Fortune 200 company, the number one third-party logistics provider in the nation, and one of the top 10 providers worldwide with an estimated \$17.82B in revenue.

## CHALLENGE

SRS began a relationship with XPO to manage records for one location. At the time, XPO completed their own index and sent records to SRS’s facility for storage. One Friday afternoon, SRS received a call from the General Manager requesting 800 boxes delivered to their facility. By asking questions, we learned they were involved in a legal discovery crisis with a 48-hour deadline. XPO had engaged 25 untrained, temporary employees to perform a complete document review.

## SOLUTION

Analyzing the situation, SRS proposed an alternative solution: the GM could keep his college football weekend plans and save the contract labor expense. We would leverage our trained staff to do the project for them reviewing 800 boxes of records – 2.5 million images – producing the 400 individual documents needed by 8am Monday morning. Through this project, XPO realized the bigger problem: the costly access, compliance, and audit risk that exists when large organizations don’t have a dynamic, smart system in place.

## RESULT

SRS implemented one centralized document management solution, scaling the relationship with XPO from a single facility to nearly 200 locations in 48 states. We now report directly to their Chief Counsel and manage the process of training managers at each site on XPO’s corporate records policy, coordinate the transportation, and index their records into our system so both Corporate and the branch management team have immediate access to them anytime. This has solved a number of compliance headaches for the company at minimal expense, namely eliminating the unknown risk of a document the company is legally responsible for producing yet unable to locate without the proper system in place.

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