



Working with SRS has given us a searchable and accessible database for our records. We're able to actively manage our retention and gain so much more than just storage by working with a full-service firm."

*– Bonnie B.,
Tallahassee, FL*

HELPING A LAW FIRM ESCAPE A HOSTAGE SITUATION

APPLICATION

When a liability legal practice in Florida decided to change from a “storage only” firm to SRS for a full-service document management solution, the storage company held their records hostage.

CHALLENGE

A law firm had records that had met their retention held with a national storage company. Since that firm only offered storage instead of active document management, the law firm was paying nearly \$1,000 a month to house records that were unnecessary to keep. Furthermore, these records were still discoverable since they had not yet been destroyed. When the law firm tried to retrieve those documents, the storage company presented them with an invoice of over \$17,000 to access their own records. Essentially, those records were being held hostage!

SOLUTION

SRS proposed two solutions for the law firm to retrieve their records from the storage company. In the first option the law firm would pay the storage company to permanently remove and destroy everything in their inventory. Going forward, SRS would handle any document management needs the firm has, resulting in an annual savings of 90% going forward. The second option was that SRS offered to pay the storage company to permanently remove and destroy everything in their inventory. We would then amortize that cost, plus interest, over a 3-year period. This would result in *an immediate 30% decrease in monthly costs* without fronting any money.

RESULT

Ultimately, the law firm was able to escape the hostage situation with the storage firm and move to full-service document management with SRS. They now have better service at a much lower cost. What's more, since SRS actively manages for retention, they will never again face a hostage situation again with their records.