

Records Management and Archiving

Manage – measure – monetize: managing information as an asset



Many institutions struggle with their amount of data in their information systems or silos – aggregating and managing vast amounts of information. Finding the right information fast and managing while remaining compliant is crucial.

Client challenges

The constantly changing legal and regulatory requirements as well as business demands are a challenge for companies to manage the accuracy, integrity, completeness, timeliness and adaptability of their information. The following issues have been identified as the most important to be addressed:

- **Cumbersome digital strategy:** Information, as the fuel for digitalization, is not managed efficiently
- **Inefficient use of information:** multiple sources– often in silos: Companies manage a high number of information systems, ranging from emails to collaborative solutions, ERP, file shares, document management or product life-cycle solutions.
- **Growing risk due to increasing amount of information that is regulated and audited:** Changing regulatory requirements with regards to personal data, product safety or banking transfers require companies to manage their data precisely.
- **Workflow complexity due to high number of participants:** New regulations require companies (a great number of departments) to act on incidents fast.

Records Management

Records Management uses advanced technologies to manage and measure information effectively, helping companies to find ways to monetize their asset through:

- Improved business processes
- Information gathering
- Access to information
- Collaboration
- Storage and archiving

Our proven service spans all aspects related to the information governance framework as well as the agile information management implementation.

How we can help

- KPMG's **interdisciplinary team of experts** has in-depth experience in the fields of (IT) processes, IT systems, regulations, law, data governance, cross-border data transfer compliance, data quality and master data management.
- We can support you in **identifying, analyzing and classifying** your company's **information assets**
- We can support you in **transforming legal and regulatory requirements into business requirements** and assessing their impact on the information assets.
- We can **describe the overall requirements** for the firm's records management.
- We can support you in **defining adequate processes and procedures** and in the establishment of a records management governance with adequate roles and responsibilities
- We can **analyze potential record management tools** and run evaluations on behalf of your company.

Benefits for the client

- Clear Information Management Strategy (as an integral part of the digital journey)
- Efficient strategy implementation
- Higher usage of information / knowledge
- Reduced costs due to elimination of redundant systems and streamlined / faster processes
- Reduced risk due to system-wide data compliance

Roadmap to Records Management Compliance



Assessment

- Definition of key contacts within the organization
- Assessment of your documents and data:
 - Types of data, purpose of data
 - Types of users
 - Compliance requirements
 - Retention requirements
 - Geolocation
 - Roles and responsibilities
- Feedback (observations and recommendations)
- Definition of roadmap

Set-up and Implementation

- Definition of applicable compliance requirements (together with process owners and legal department)
- Definition of disaster recovery based on criticality and availability
- Definition of priorities (based on risks and business cases)
- Identification of SLA and OLA
- Definition of technical, organizational and legal requirements for each application
- Definition of priorities regarding implementation
- Evaluation of adequate tools and support of their implementation and configuration
- Definition of exact plan, resources and budget
- Definition of retention requirements based on location of data
- Establishment of project team with IT and Subject Matter Experts
- Change Management (Training and Awareness)

Testing and Handover

- Testing of implemented processes, requirements and organizational measures
- Handover to organization

Operational Integration

- Operational integration
- Review and adaptation of changes regarding policies, procedures, organization and SLA

Why KPMG

KPMG has a tested, modular and pragmatic approach for enhancing data quality and for evaluating cross-border data compliance.

Our experts have performed numerous Records Management and Archiving projects and regularly support clients to assess and optimize their front-to-back processes and data flows.

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