

Independent consultancy services in

# Information and Records Management



[www.cimtech.co.uk](http://www.cimtech.co.uk)

# Cimtech consultancy services

## The help you need, when you need it.



### ■ The challenge

Information management has never been so exciting or so challenging. The explosive growth of information in all its forms is making it ever more difficult to capture and control. Increasing compliance requirements and litigation risks are calling for rigorous records management, while Web 2.0 and its crowd-power are pulling information towards cheerful chaos. Richly-engineered ECM and EDRM systems are supporting vertical markets at one end of the scale while Microsoft SharePoint and open source products are opening the market to new entrants at the other end.

No-one is too big or too small to need assistance with information management and now there is a solution for everybody—but which and how?

### ■ Our mission

Our mission is simple. To help you find the right path through the maze of information management issues and options. To help you organise your information better and apply technology where it can help. To help you define, design and implement a solution tailored to your business. To help you embed the solution in your organisation and realise quantifiable business benefits.

### ■ Our independence

Our independence is a rare and fiercely-guarded asset, aided by Cimtech's status as a wholly-owned subsidiary of the University of Hertfordshire. As a result, the solutions we design are client-focused, not technology-driven. In an increasingly complex market the assistance we provide is recognised by clients and vendors alike to be completely impartial and we are able to offer independent help with the procurement of IT and outsourced services.

### ■ Our expertise

Cimtech has nearly 40 years of experience in managing information in all its forms and formats and has operated as a commercial consultancy since 1989. The breadth of our expertise ranges from records management theory and strategy to highly technical scanning, workflow and content management solutions, from early research through to implementation of solutions and the change management that drives an implementation to success.

The information we help manage includes structured information in databases and unstructured information in paper and electronic files. It includes emails and transient documents, work in progress and telephone notes. It includes blogs, wikis and discussion threads. It includes vital records essential to the continuation of business and long-term records that must be preserved through many generations.

We cover information compliance: compliance with the public sector legal framework, including Public Records Acts, Freedom of Information and Re-use of Public Sector Information, compliance with Data Protection, which is applicable to all organisations, and compliance with the legal liability and regulatory requirements specific to market sectors such as construction, pharmaceuticals, oil and gas, aviation and financial services.

We cover information governance in its widest sense, with data quality, security, content control, naming conventions, intellectual property rights and information sharing protocols added to the well-managed information environment.

We cover a broad span of technologies, including the growing list of acronyms for document and records management systems (EDM, ECM, ERM, EDRM, BCS, DRM, WCM), process management systems (BPR, BPM), scanning and capture methods (OCR, ICR) and the whole spectrum of media, file formats, archive and storage solutions.



### ■ Consultancy services

We provide services at all stages of your information management programme. We provide initial records management reviews, analysis of existing systems, strategy studies and options reviews. We help you build a framework of policies and procedures. We help you design your information architecture by analysing your business processes and carrying out information

# Comprehensive options. Competitive rates.

audits. We review your best options for improvement and draw up fully-costed, benefits-driven business cases for new systems and services.

We define system requirements, with detailed specifications for technical, functional and service requirements. We help you evaluate and procure solutions and draw up tightly-drafted contracts for software and services. We provide project management and quality assurance during system implementation. And we frequently review existing implementations to provide a confidential assessment of performance, issues and risks and recommendations for improvement.

## ■ Our methods

Our methods are based on international standards and best practice such as ISO 15489 and DIRKS. We have adapted ISO 15489 to create a ten-step programme for implementing document and records management systems, published and freely available at [www.jiscinfonet.ac.uk/infokits/edrm](http://www.jiscinfonet.ac.uk/infokits/edrm). We have a tried and tested methodology for information audits that will work with any size of organisation and any number of records. We create functional classification schemes, but allow variance to accommodate case files and subject files where business processes demand them. We help organisations comply with BSI BIP 0008 legal admissibility, data protection and security requirements. We follow PRINCE2 methodology for project management. But where our clients require something different, we are happy to adapt to their needs.

## ■ Training services

Cimtech offers a range of high-value conferences and short courses. See [www.cimtech.co.uk](http://www.cimtech.co.uk) for the current programme of events. Alternatively, it can be cost-effective for clients to engage Cimtech to deliver training on their own premises.



## ■ Consultancy options

**Free quotation** We are happy to provide full details of Cimtech services upon request or to visit you and discuss your requirements in more detail.

**Fixed-price quotation** For short to medium term assignments we define a task list and quote a fixed number of days. Billing, agreed in advance, is usually upon completion of the task list or after defined deliverables.

**Framework agreement** For longer assignments we can quote a fixed day rate and enter a framework agreement from which days can be called off for pre-defined tasks as and when required. We deliver regular progress reports and bill on a monthly or bimonthly basis agreed in advance.

**Catalist** For larger public sector assignments clients often prefer to avoid lengthy procurement processes by contracting with us through one of our Catalist partners pre-tendered for government work with *OGCbuying.solutions*. Apply to Cimtech in the first instance to find which Catalist category and partner is most appropriate to the assignment.

**Fees** Thanks to our low overheads and strong demand for services we can offer very competitive day rates. Further discounts can be obtained for longer assignments.

**Discounts** Clients who subscribe to Cimtech's membership service are entitled, among other benefits, to a 5 per cent discount on the normal consultancy rate.

## ■ Contact Cimtech

Please call Cimtech on 01707 281060 or contact us at [c.cimtech@herts.ac.uk](mailto:c.cimtech@herts.ac.uk) if you would like any further information about Cimtech or would like to discuss your requirements with one of our consultants.

## Assignment types

### Information and Records Management

- Information management strategy studies
- Records management reviews
- Information audits
- Business classification schemes and fileplans
- Information governance health checks
- Data protection and security audits
- Records management policies and procedures
- BSI BIP 0008 legal admissibility compliance

### Analysis

- Feasibility studies
- Options review
- Process and workflow modelling
- Analysis of suppliers, products and user experience

### Design

- Business process re-engineering
- Specification of functional and technical requirements
- Scanning, recognition and forms processing design
- Integration

### Procurement

- Business cases
- Supplier shortlists
- Tender documentation
- Evaluation
- Contracts

### Implementation

- Project management
- Quality assurance
- Solution design
- Change management
- Post-implementation reviews

### Technology

- EDM, ECM, EDRM
- BPM
- OCR, ICR
- WCM

### Custom services

- Expert witnesses in legal cases
- IT and outsourcing procurement exercises
- Market and technical research
- Product evaluations
- Mergers and acquisitions



# Consultants



## Tony Hendley

Tony is Managing Director of Cimtech and head of the research and consultancy division. With a degree and postgraduate qualifications in information science and computing, and over twenty years of intensive research into imaging, electronic document management and workflow management systems, he is one of the UK's leading authorities in this area. Tony is responsible for many of Cimtech's largest projects and has worked with many of Europe's leading private and public organisations on document management, workflow management and records management projects. Tony is a past president of the British Computer Society's *Document Imaging Specialist Group* and a regular speaker at conferences.



## Alison Gibney

Alison is Deputy Managing Director of Cimtech. Alison had over 15 years of experience in the IT industry before specialising in the information management field, first in a technical then in an advisory role. For the last 10 years she has been an active consultant in document and records management, assisting a wide variety of clients including government departments and agencies, local authorities and private sector companies. Her expertise covers the whole information management programme, from early strategy studies and information governance reviews to the design, procurement and implementation of a solution. She is a frequent contributor to *Information Management and Technology* and an occasional contributor to the *Records Management Bulletin*.



## John Walsh

John Walsh is a consultant specialising in identifying the business case, process efficiencies and competitive advantages from improving information workflows and automating data capture in all types of organisation. John brings to Cimtech clients more than 20 years of technical and business experience in commercial and public sector organisations across the UK to design, implement and support document management and automated forms processing solutions. He is a qualified PRINCE2 project management practitioner.



## Simon Ackerley

Simon Ackerley has worked for 20 years in the IT industry. Since graduating in Engineering he has developed a wide range of business, technical and project management skills in a variety of organisations including universities, local and central government, engineering, utilities and transportation ranging from one-man-bands to corporations. Simon has acquired considerable experience over the last 10 years in electronic document and records management, workflow and data and document capture. He has applied this with a pragmatic approach throughout the project; from project definition, information gathering and analysis and business justification to specification, implementation and support.



## David Pitt

Dave is an experienced consultant and project manager with particular skills in electronic document and records management systems (EDRMS) and Web content management systems (WCMS) having designed and implemented major systems with budgets of several millions of pounds. He has an in-depth experience of working for both public and private sector clients delivering change management as well as technical solutions. Clients include engineering, health, education, financial services and central and local government markets. He is a frequent speaker at conferences and lectures in FOI and DPA.



## Roger Broadhurst

Roger received the IMC Award of Excellence for his contribution to the international information management community. He specialises in consultancy projects covering all aspects of document and data capture, the evaluation of document imaging systems, troubleshooting for existing installations and providing expert advice to clients on a range of imaging-related issues. He is the compiler of the annual reference publication *Managing Information and Documents: The definitive guide* that is widely used by practitioners within the industry, and was also responsible for developing the interactive online version of the directory. He also has extensive experience of standards development work.



## Ian Polaine

Ian Polaine is a highly experienced IT professional who has worked in the EDM industry for over 12 years. Prior to working as a consultant he held a range of technical and managerial posts for EDM software developers with responsibilities for system development, implementation, support and product strategy. Ian is able to provide technical and managerial advice and support to clients during all phases of implementation projects from feasibility study through to installation and ongoing operation. He has carried out assignments for a variety of clients and has extensive experience in technical and engineering domains.

# Clients

**Local Government** Brighton and Hove City Council | City of London | City of Westminster | Derbyshire County Council | Dorset County Council | Kirklees | Leicestershire County Council | Lincolnshire County Council | Reigate and Banstead Borough Council | Suffolk County Council | Waverley District Council | Wiltshire County Council.

**Central Government** Coal Authority | Companies House | Commonwealth War Graves Commission | DfID | Department for Transport | ECGD | DCLG | General Register Office for Scotland | Health and Safety Executive | Highways Agency | HM Treasury | Home Office | Irish Land Registry | ONS | States of Jersey | TNA | Welsh Assembly.

**Health** Aintree NHS Trust | Homerton Hospital | Portsmouth NHS Trust | Sheffield Teaching Hospitals | Swindon and Marlborough NHS Trust | United Lincolnshire Hospitals NHS Trust.

**Education** AQA | Birmingham University | City of Westminster College | Goldsmiths | JISC | Kings College London | Thames Valley University | University College London | University of Hertfordshire | University of Ulster | University of West of England.

**Finance** AON-IRISC | APACS | Bacon and Woodrow | Barclays Bank | C. Hoare | Capita Teachers Pensions | Fortis Insurance | Hitachi Credit | Merchant Navy Pensions Association | Provident & Mutual | Royal Sun Alliance | SMBC | William Mercer.

**Police** Hampshire Police | Hertfordshire Constabulary | Metropolitan Police | Strathclyde Police | SDEA | SOCA.

**Not for Profit** CIMA | Diabetes UK | Hanover Housing | Horizon Housing | ICAEW | Institute of Cancer Research | Institute of Chartered Accountants | RSPCA | Wales and West Housing.

**Utilities** British Gas | Eastern Electricity | Norweb | Nuclear Electric | Royal Mail | Southern Water | Thames Water.

**Industry** Accord | Alcan | Amerada Hess | BAe Systems | Balfour Beatty | BBC | BMW | DHL | Elf Aquitaine | Enterprise Oil | Foster and Partners | ICI | Laing Homes | Lubrizol | Montgomery Watson Harza | Richard Rogers | Smiths Industries | Texaco | Toyota | Veba Oil and Gas | Vinci plc.

