

Bringing Order to Offsite Storage Through a Smooth, Multi-Site Transition


 PERKINS COIE

The Challenge

Before partnering with Access, the firm relied on one primary offsite storage vendor along with several smaller vendors supporting localized accounts. Over time, complaints from local offices about poor service became increasingly common, and efforts to resolve issues with the primary vendor saw little to no improvement.

Billing also became a significant pain point. Multiple contracts across vendors led to inconsistent service rates and a confusing, disjointed invoicing process. With fragmented inventory data spread across different accounts, gaining accurate insight into total storage holdings was nearly impossible. The firm needed to consolidate storage, streamline billing, and regain control over its offsite inventory.

The Solution

The transition began with Access doing what many vendors overlook—listening. From the start, Access demonstrated a deep understanding of the legal offsite storage process and aligned closely with the firm's vision for a responsive, service-first relationship.

On the billing side, Access delivered a tailored invoicing system that offered clarity and consistency across all local offices. Therefore, Perkins Coie could better account for what was being billed for each local office.

The firm transitioned approximately 152,000 boxes across seven locations, with most moves completed in a few months. The largest site, in Seattle, was successfully transitioned over the course of a year. Throughout, Access managed vendor coordination, tracked in-transit inventory, and provided consistent progress updates.

About Perkins Coie

Industry Sector

Legal Services

Location

United States,
Europe,
Asia

Company Size

21 Offices Worldwide



I could not speak more highly of the transfer team that was put in place from Access. Their ability to organize multiple moves simultaneously, coordinate with our prior vendors, locate inventory “in transit” when necessary and report on progress was more than impressive.”

Patrick Benedict,
Director of Records Management Services

The Results

- Moved 152,000 boxes across 7 locations in under a year
- Consolidated offsite storage vendors for improved service and simplified billing
- Gained visibility and control over total inventory
- Streamlined operations and access to information across the organization

About the Company

Access is the largest privately held records and information management services provider worldwide, with operations across the United States, Canada, Central and South America. Access provides transformative services, expertise, and technologies to make organizations more efficient and more compliant. Access helps companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions, document management software, and secure destruction services. Access has been named twelve times to the Inc. 5000, the ranking of fastest-growing private companies in the U.S. All trademarks, service marks and company names are the property of their respective owners.