

# TAB Case Study: *HART*



*What do you do when you have more records than storage space?*

## **The Organization**

Hillsborough Area Regional Transit Authority (HART), located in Tampa, Florida, is a government entity who was struggling with stringent records retention and access requirements, a large volume of files to store, and limited storage space.

## **The Business Issue**

What do you do when you have more records than storage space? It is a challenge familiar to most organizations, and for the Hillsborough Area Regional Transit Authority (HART), an increasingly pressing one.

State and federal regulations meant that their files had to be kept for long periods of time; for example, employment files must be kept for 50 years, purchase details kept for the life of the grant or the asset, and so on. As a public sector organization, HART must also be able to satisfy records requests from the public and regulators “on demand”.

As their records collection grew, and office space began to shrink, they knew they needed to find a storage and access solution that would address their immediate needs and grow with them. Since TAB had the State Contract for file needs, Helen Davis (HART Office Services Coordinator) asked TAB consultant Kirk Malone and his team to help HART in solving their file storage challenge.

## **The Evolution of a Sophisticated File Storage System**

TAB met with Helen and her team to assess the situation. Together they determined that the most pressing need was to convert files from storage boxes stacked on metal shelving to a new, more organized system. These boxes contained Human Resources, Procurement, Accounts Payable and Grant files.

## **Maximizing Space**

To maximize the small amount of space that HART had, TAB installed two mobile high-density shelving units which allowed for both letter and legal sized files. At the same time, TAB suggested that the files to be stored in the mobile high-density shelving needed to be converted from top-tab to end-tab, allowing for better access and tracking.

## **Conversion**

This involved a total redesign of all folder labels, which TAB standardized within both alphabetical and numerical classifications. TABQUIK software was used to generate labels, and they were affixed to TAB files, selected by HART over their existing stock for their durability.

## **Roll-out**

Since installation and conversion of these departments were a success, soon HART and TAB partnered on similar installations and conversions for their Accounts Receivable and Risk Management departments.

## **Legacy Equipment**

Over the years, Grants and Procurements records had to be sent to off site storage to create more storage space. TAB expertly disassembled and palletized one of two original mobile units left over from this process in the hopes that it could be reused in the future.

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### **The Move**

The final stage in the evolution came in 2008 when some of HART's departments moved to a brand new building as part of an office reorganization. This would mean the consolidation of various records collections on one floor and records that had been sent off site would be brought back into daily use.

As this move would create new relationships where people would be working together for the first time, Helen Davis and her team wanted to ensure that the new filing systems would help facilitate an easy transition and create a pleasant workspace.

TAB created a blended, reconfigured layout using every existing piece of previously disassembled, stored unit combined with four new mobile cabinet systems. This layout was designed to accommodate access needs and ensured that HART saved both cost and space.

### **TAB and HART: A Long-Term Team**

The success of TAB's collaboration with HART on designing the correct system to manage their records is demonstrated by the fact that they now use TAB solutions across six different departments. Not only did the solutions address the need to have a space efficient system that provided ease of access, but the company is proud to show its filing system to visitors. The filing solution is no longer hidden away but an integral part of the working environment, and, with wood laminate panels, is aesthetically pleasing as well.

Helen Davis is proud of the work her team achieved with the guidance and expertise of TAB behind them: "The staff is excited about being able to have their files (properly stored) and able to access them too. They can actually concentrate on their jobs instead of wondering how or where to find their files."

The partnership is over 12 years old and TAB continues to consult with HART on a regular basis, maintaining the high standards that the staff and public have now come to expect. ■

### **Anatomy of an Effective Solution**

To address the file conversion, consolidation and relocation challenges at HART, TAB provided the following products and services:

- *Folders*
- *TABQUIK™ software*
- *TAB-TRAC™*
- *High Density Systems*
- *Labels*
- *Printers*
- *Shelving*

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