

## Frequently Asked Questions



### **How will we know whether our computer systems are going to be compatible with the retrieval software?**

As part of our initial consultation, we will assess the capability of your systems and advise you accordingly.

### **Will we have a lot of work to do gathering together all the paperwork, checking that nothing is in the wrong place etc before Compact can start the data conversion process?**

No, Compact will visit your offices and remove your files as part of our inclusive collection and delivery service. If we find anything that looks out of place, we will contact you and establish whether it has been misfiled. In doing so, we have often located key documents that some customers have been searching for for a long time.

### **How can we be sure that you have scanned every document we have sent to you?**

Once we have scanned all of your documents, we will check back to ensure that none have been omitted. This is a key part of our quality control process.

### **Once our documents are scanned what happens to them?**

The choice is yours. We can either return them to you for safe storage. You can choose to shred them or we can shred them on your behalf ensuring they are disposed of in a secure and environmentally friendly way.

### **How will we know what words to type to search for documents once they are scanned?**

If you are unsure about how you may need to search for your documents we can incorporate a wide choice of key words. This means you will be able to locate the document in a large number of ways. Alternatively, if you always search for documents using certain criteria we will build them in for.

### **How can we be sure sensitive documents are only accessible by authorised personnel?**

Password protection can be added to any document so that only authorised personnel can gain access.