The Power of Possibility

Case Study — VIVID — Archive Storage Services

Background

VIVID delivers affordable housing and support services to approximately 74,000 customers across the South of England.

With a portfolio of 35,000 homes spanning Hampshire, Surrey, Berkshire, and West Sussex, VIVID is committed to its vision: “More homes, bright futures.”

The organisation has a workforce of 1,100, with a significant number of colleagues operating remotely including Housing & Neighbourhood Officers and staff in their Property Maintenance Teams.

In its day-to-day operations they deal with large volumes of paperwork to efficiently manage their tenants and housing property repairs and management.

Records Management Goals

- The organisation held archived records with four offsite providers, receiving file retrievals physically when required. VIVID were keen to:-
- Reduce ongoing archive costs.
- Faster file retrievals, with agile access to digital records a key factor to allow colleagues to operate efficiently and securely.
- Go paperless, moving towards a digital approach for file retrievals and improving sustainability.
- Improve the management of records retention periods and compliance.

How did SPS help?

- Coordinated with existing suppliers to plan logistics and collections .
- Collected 5,000 boxes using its fleet of securely tracked vehicles from multiple sites in the South of England.
- Records were indexed upon receipt to enable fast and accurate search and retrieval.
- Implemented managed retention scheduling to ensure records are only held for the necessary duration, maintaining full GDPR compliance.
- Added indexed data to SPS’s Cleardox Archive Management System, providing full access for VIVID to:-
  - Access a complete inventory of stored records, request retrievals and order additional archive boxes as needed.
  - Track all interactions with their archive by user, time and date through a full audit trail.
  - Generate and run reports.
  - Receive automated alerts for records due for secure destruction.
- File retrievals are performed by scan on demand. With records located, digitised and digitally returned within agreed SLA’s.
- Archives shredded securely with a certificate of destruction.

Benefits

- Faster file retrievals.
- Paperless approach with digital retrievals via scan on demand and improved carbon footprint.
- Better management of records retention with managed destruction dates using Cleardox AMS.
- Improved compliance with transparent reporting available, providing a full audit trail
- Reduced long term archive costs by 50%.
- Friendly team with great customer service and account management.

80%

Reduction in long term archive costs



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Client Feedback

We spoke to Lucy Scott, Data Protection Officer at VIVID to ask for her feedback on how she found SPS's Archive Storage Services and her experience working with our team.

"VIVID migrated its outsourced archive storage service to SPS, formerly Cleardata, in January 2025.

We wanted to reduce our long-term archive costs, centralise our storage from four different suppliers and improve our records retention and compliance.

What are the main benefits you've seen since the service was introduced?

The main benefit is the reduction in our long-term archive costs. Moving to SPS has allowed us to reduce our ongoing archiving costs by 50%.

We've been able to digitally index our records to both improve document management and retention periods, this enables us to find records faster and ensure archives are only kept for the required period.

SPS's scan on demand service helps us operate more digitally, which is perfect for our split of office based and remote working staff. It's also a more sustainable option than receiving physical deliveries of records.

The Cleardox Archive Management Portal is easy to use and allows us to see a range of reports, as well as a full audit trail of any activity with our records. It also enables us to submit file retrievals as and when we need them.

How have you found working with SPS?

From the initial call, to getting setup as a SPS customer, we've found the whole process to be very straight forward.

Our Account Director, Mike has been both keen and helpful. He made the effort to visit us at our offices and talked us through the entire process.

We didn't expect that SPS would sort out the management of our logistics for us, but they've been great, sorting out all the collections and liaising with our incumbent suppliers. It's been hassle free for us!

We can pick up the phone to their team and they're very reactive to any of our queries on a day-to-day basis. We found working with SPS a positive experience."

— Lucy Scott, Data Protection Officer.

