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0800 SECURITY

CASE STUDY

Perpetual Guardian

Since 2014, Perpetual Guardian has trusted in TIMG to handle the secure storage, digitisation, destruction, and management of their information. 12 years on, the relationship remains strong.



THE COMPANY

As New Zealand's largest trustee for charitable trusts and established leaders in the estate planning industry, Perpetual Guardian has over 135 years' experience in providing expertise for clients.

Perpetual Guardian manages assets valued at over \$150 billion, and offers services for the full suite of estate planning, including Wills, Trusts, Enduring Powers of Attorney, investment advice and support in philanthropic ventures.

THE RELATIONSHIP

The devastating 2011 Christchurch earthquake prompted Perpetual Guardian to review its existing document storage facilities and practices to minimise operational risks going forward. In 2014, the company approached TIMG after a referral from another satisfied customer, and the two began working on an updated solution for physical records storage, as well as a digital scanning solution which could integrate into existing file-imaging platforms.

Since this initial project, TIMG has become a valued business partner for Perpetual Guardian, and provides a range of services to ensure that both physical and digital records are managed securely and efficiently.

Key factors in Perpetual Guardian selecting TIMG as a supplier were:

1. TIMG's extensive nationwide facilities
2. TIMG's market leading, innovative digital solutions
3. TIMG's expertise in understanding and solving customer challenges

"TIMG's services continue to meet our operational needs effectively, particularly as our organisation has grown and our document management requirements have expanded."

- Justine W., Perpetual Guardian



ONGOING COLLABORATION

Perpetual Guardian handles significant amounts of information every day, and required a partner who could work closely to ensure their information was protected and accessible. As the business grew, so too did the complexity of their information management requirements. TIMG remained a constant collaborator to oversee the careful and tailored implementation of various secure solutions to suit the needs of Perpetual Guardian.

“Over the past decade, our relationship has strengthened significantly. As Perpetual Guardian expanded through multiple business acquisitions, we relied heavily on TIMG to support the uplift, transfer, and storage of client records from regional centres across New Zealand. TIMG successfully managed the transition of these documents into their Christchurch, Wellington, and Auckland facilities, reinforcing our trust in their capability and partnership.”

– Justine W., Perpetual Guardian

TRUST AND ADAPTABILITY

Perpetual Guardian has been using TIMG solutions since 2014 and has continued to experience cost savings and improved process efficiencies.

TIMG have enabled the Perpetual Guardian team to significantly improve their overall service proposition and delivery through:

- Reduced storage costs
- Maximising operational efficiencies as a single enterprise-wide supplier
- Improved delivery of service to customers due to custom indexing of digital files and files always being readily available [physically or digitally]
- Elimination of cumbersome manual tasks relating to the physical search for files and records

At TIMG, we believe that our clients are more than just customers - they are partners and collaborators. Long-term professional relationships like that with Perpetual Guardian highlight our commitment to providing quality, tailored solutions that ensure total information security and successful business results.

“Perpetual Guardian considers TIMG a valued business partner. We rely on their services every day, whether for the secure storage of new client documents or the retrieval of existing client files. Our experience has been consistently positive, supported by a team that is responsive, helpful, and easy to work with.”

“We would confidently recommend TIMG to any organisation seeking secure, reliable, and responsive information management services.”

- Justine W., Perpetual Guardian



TALK TO US ABOUT YOUR INFORMATION MANAGEMENT PRACTICES

We have been helping New Zealand businesses and government agencies manage their information for over 30 years.

From digitisation to records storage, secure destruction to enterprise data protection, TIMG's comprehensive range of solutions ensure that your data and information is always secure, yet accessible, and can be properly leveraged into a valuable resource.

Get in touch with our team today to make sure your information is working for you.

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