

Collection & Delivery

Storing documents at a **Lab** storage facility solves a company's storage logistics problem. Some documents will remain in the **Lab** warehouse for the required period and subsequently destroyed. Other documents, if not scanned and viewed through ArcStore, will be required to be returned to the client for further consultation. Once reviewed, they will be collected by **Lab** and returned to the storage facility.

Each client's requirements differ. For this reason a **Lab** representative will visit each customer to assess their exact needs. The schedule for document collection and delivery will be arranged at this point. If a client's requirements change and they need more or fewer visits, then the schedule can simply be altered accordingly.

ArcStore

Clients that use the document management application ArcStore simply need to enter a new request for collection or delivery. Any request made using this method is received directly by the **Lab** production team and will be processed immediately. This ensures a fast, reliable service with no danger of faxes or e-mails getting lost.

Schedules

- Arrange for **Lab** to visit at a time suitable for you.

Security

- All **Lab** employees continually vetted. Signed confidentiality agreement upon commencement of employment.
- All **Lab** staff easily identifiable by their uniforms and I.D. badges.
- **Lab** vehicles tracked by GPS.

Why Lab?

- 30 years of experience.
- **Labs** Quality Management System is ISO 9001:2000 Certified.
- **Lab** continually invests in infrastructure and applications in order to maintain a high level of service.



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