

Case Study – Carlisle Police Station



By the time the official flood alert was raised, the banks of the river Eden had burst and the water levels were around six foot high in the police station. Once the water had subsided the station was a scene of devastation and to them, recovery looked impossible.

Their essential Police records required for business continuity were all saturated and contaminated, these documents included:

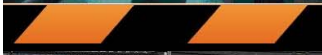
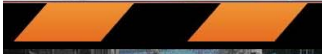
- Criminal Investigation Records
- Intelligence Evidence
- Scene of Crime Information
- Criminal Justice Unit documentation
- Administration Files
- Financial Records
- Custody Files

Once Document SOS was given the go ahead to begin salvage, they had mobilised a team of 15 workers and were on site within 50 hours of confirmation.

The salvage operation was faced with two main problems

- Mould spores, sewage contamination and lethal pathogens meant conditions for recovery were difficult as the effects of unprotected exposure to such contamination levels could lead to severe sickness or even death
- Expected to recover approximately 40,000 files in four days
- Unstable building with restricted access

It was under these conditions that Document SOS managed to salvage all 40,000 files in less than 30 working hours, thus meeting the deadline in having all the documents offsite.



Important files were marked as priority, signifying they were to be restored and returned first. Thus helping to reduce disruption and maintain business continuity.

One of the key services provided was an electronic database which tracks documents. As the documents are taken from their location they are logged on to a database which then keeps track of documents though out the restoration process. When critical documents are required they can instantly be located, restored and returned to the police within 24 hours.

An example of this was on the morning of the flood a criminal who had been on the run for 5 years turned him self in. However due to the flood effects the police thought they may not be able to prosecute him. However Document SOS managed to salvage the document and due to the tracking system locate the document when it was requested. It was restored it immediately and returned the next day so the criminal could be prosecuted.

An added benefit of the Logging System was that as access to the police station was limited, police could not be present to decide which important documents should be restored. With the electronic database they could see what was recovered and make their decision from the database.



For more information please contact:

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