

Information Matters™

Managed Services

Providing specialist support to maintain and exploit your information resources

Outsourcing your Support Services

Information Matters™ is recognised as one of the leading information service providers having delivered a range of outsourced library and information centre services for well over 15 years.

Our experienced teams supplement in-house capability with additional skills, knowledge, technology and capacity to deliver on-site professional information, records management and library services to a wide range of clients, both public and private sector.

These services can include the management of libraries, internal records departments, and management as well as hosting of information systems – EDMS/ EDRMS, CAD and other support services.

Benefits

With specialist knowledge and experience Information Matters™ can deliver a complete set of managed information services focusing on a wide range of deliverables.

Our managed services include:

- consultancy, assessment of current processes
- design, set up and relocation of technical information centres
- audit and expert analysis of problems, and ways of creating effective solutions;
- management of in-house and virtual information centre services
- business intelligence and library acquisitions.

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www.informationmatters.co.uk

Over the past 15 years Tribal has successfully managed the transition of a number of significant onsite service contracts including:

Microsoft

Tribal has been managing the learning centre at this global software house for the last five years.

Services provided by Tribal through the learning centre include:

- managing and developing the library collection, which includes a wide variety of resources both for technical reference and also on more general business and personal development topics
- providing resources for, administering and guiding potential candidates through the company's in house exams and
- offering a research service to provide business, company, industry and technical information for users.

BG

Tribal have provided a managed service to this major oil and gas company for over 12 years, supporting both technical and commercial assets.

Tribal provide a specialist library information services & data management team (including records management and geotechnical & geological specialists) to manage the company's information assets.

This involves:

- managing and maintaining the company's onsite hardcopy library & data storage facilities
- providing information enquiry services and
- back-office archive and retrieval support services.

Reckitt Benckiser

Tribal has provided library and archive services to a division of this major pharmaceutical company for over 12 years.

The services include the management of the R&D library performing services such as:

- research enquiries
- acquiring and cataloguing hard copy items
- selected current awareness bulletins / alerts and a wide variety of article requests
- managing the corporate archive.

The already very busy service is now recognised as a key resource by the company's global corporate operations.

TfL

Tribal have been providing CAD support services to this major transport provider for over 12 years undertaking services which include:

- application & configuration support
- workstation builds
- consultancy
- project and data management
- project implementation
- training & accreditation.

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