INDUSTRY INSIGHT:

Records Management as a Service (RMaaS)

Implementing a single enterprise platform to manage information assets and records can be challenging from technical and business change perspectives. Whether a business uses Microsoft 365 or a specialised CSP or ECM platform, an approach to people and process-centric implementation is critical to successful adoption.

Every day staff create and share information that shapes key business decisions. Adopting an enterprise approach to content and records management is a significant commitment and, when implemented correctly, has a multiplying effect on the return on investment. By reducing or removing administrative inefficiencies associated with creating, finding, sharing and re-using high-value information, staff can work more collaboratively, minimise re-work, and focus on more productive activities.

In line with industry trends towards SaaS, Astral offers an enterprise records management service that incorporates all aspects of records management into a packaged service - RMaaS. As with other SaaS solutions, RMaaS can be integrated with other cloud-based platforms to offer a more dynamic range of services. It leverages leading cloud-based CSP/ECM platforms with Astral's IP and management frameworks. It supports a highly optimised, automated, and streamlined approach to design. Astral's mature change management approach ensures minimal impact on business as usual. This RMaaS offering is highly modular, enabling you to pick and choose modules of RMaaS relevant to your business and reduce costs through economies of scale.

RECORDS MANAGEMENT DESIGN & GOVERNANCE		SOFTWARE AS A SERVICE (SaaS)	RECORDS MANAGEMENT DELIVERY	
Information architecture (BCS, metadata)	Security (privacy & health privacy)	Content Services Platform (CSP)	Solution architecture	Content migration
Records management & archival processes	Search & retrieval	Enterprise Content Management (ECM)	Solution implementation	Project & change management
Policy & system alignment	Regulatory reporting	Electronic Document & Records Management System (EDRMS) inc. Microsoft 365	Records management operating model	Training & end user enablement
Application support				

Fig 1. RM as a Service offering overview