

FILING ALLOCATION AND BENCHMARKING

FOR INTERIOR OFFICE DESIGNERS AND ARCHITECTS

Workplace design is evolving at a rapid rate and the need for hard-copy filing and storage within the office place is diminishing. Filing acts as an anchor in office design and ties individuals to certain locations which hinders a flexible working approach.

However, with new working practices being adopted rapidly and the latest digital technology being utilised for virtual working in a way it never has before, a significant effort to reduce physical filing in the office is now being executed in offices across all industries.



How do different industries measure up?

This infographic outlines the trends in linear filing metres (and storage allocation recommendations) in office design over a period of time.

How much filing storage is now required in office design post-pandemic?

We've provided stats on Financial Services, Insurance and Legal sectors over an eight year period from 2013 to 2021. This data has been taken from filing and storage audits undertaken by our team of information management experts.

Legal

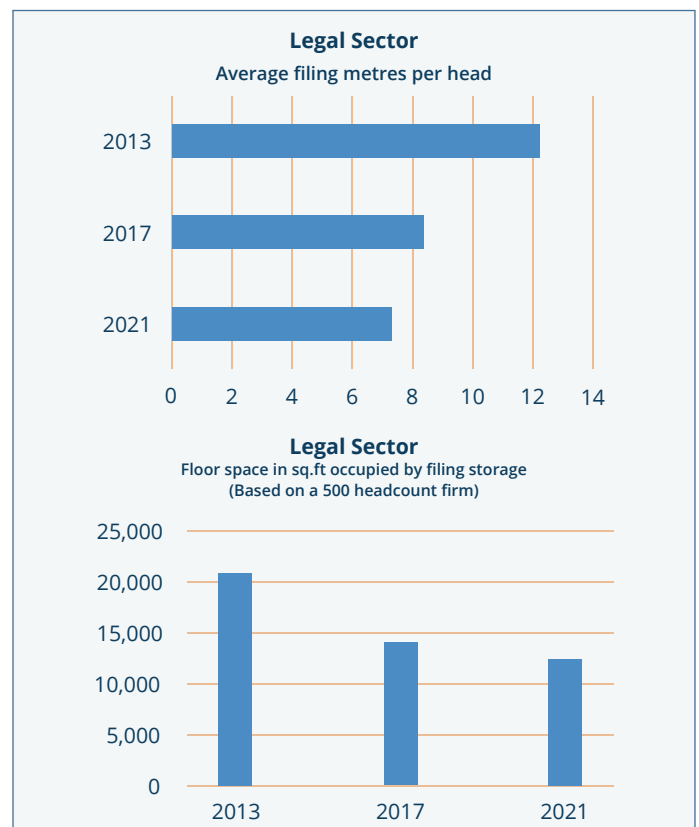
The legal sector continues to rely on paper as the preferred method of information and data storage.

However, with real estate pressures leading to more and more practices relocating and downsizing, firms are slowly looking at ways to reduce the physical storage requirements for both fee earners and support services.

Where the legal sector differs from others, is that they often store original documentation with a 'wet' signature such as deeds and wills and this is justified although not required to be stored onsite.

In the advent of case management systems and increased reliance on them during Lockdown 2020-2021, a lot of the paper found in law firms is now a duplicate of a digital file or outdated, and with firms leaning towards a 'digital-first' approach, paper in offices is becoming redundant.

In addition, we've found the hoarding of paper in legal to be a generational thing with the more experienced fee earners having a preference to keep and work on paper.



Insurance

Large-scale office relocations as a result of a number of high-profile acquisitions has led various insurance companies to review the way they store documents and use information.

During this time period we've seen a rise in the adoption of technology in this sector such as electronic document management, e-signature technology and claims management solutions that have helped to reduce paper across all channels.

In addition to this, pressure from a younger generation of customers with a preference for electronic communication channels has also had an impact on the rise of digital business processes. Furthermore, many FTSE 250 firms are now committing to net-zero targets and these environmental drivers are once again at the forefront of change projects to reduce paper dependency.

Financial Services

The way financial services companies store information has changed considerably over the past decade.

Setting the example, the Financial Services sector got ahead of the curve when they started to introduce electronic payment processing. Banking apps are now widely used and this has resulted in a decline in paper usage. Even traditionally paper heavy processes within the Financial Services sector such as high value lending i.e. mortgages, are going digital. In addition, most financial organisations now charge customers wanting paper statements.

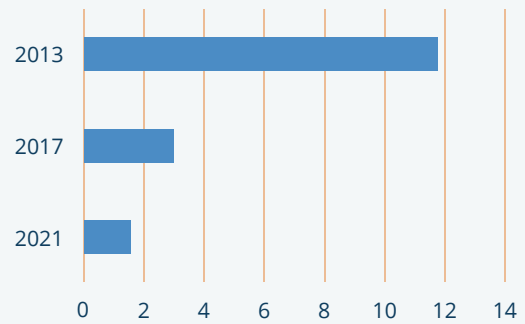
There is an environmental factor at work here, but also lesser demand for information on paper from customers that have majority of services available instantaneously at their fingertips. Even traditional support services in financial services HQ locations, such as HR, finance and even the company secretariat, are choosing to manage and store their data digitally rather than in a hard copy format and have undergone digitisation projects.

Conclusion

The pandemic has highlighted a desire and readiness for companies across all sectors to significantly reduce paper. Reducing filing metres enables organisations to be more efficient, agile, productive and ultimately, more profitable. Where departments have implemented records management policies, together with automated processes or electronic document management solutions, businesses can reduce their filing by between 50% and 80%.

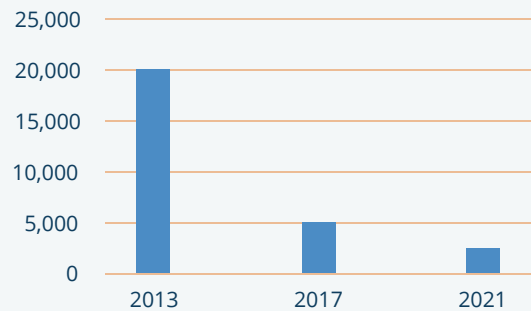
Insurance Sector

Average filing metres per head



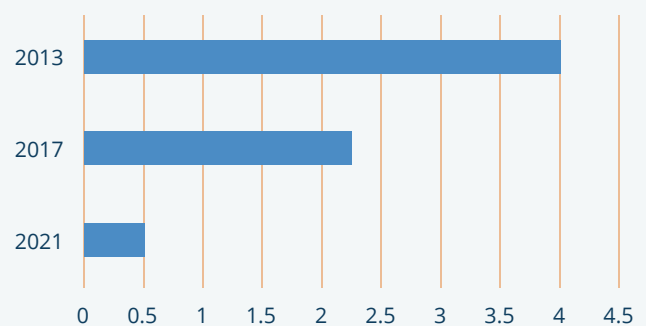
Insurance Sector

Floor space in sq.ft occupied by filing storage
(Based on a 500 headcount firm)



Financial Services

Average filing metres per head



Financial Services

Floor space in sq.ft occupied by filing storage
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