



case study **RHENUS ARCHIV SERVICES**

# **Extensive support for DNV in the area of document management by Rhenus**



## About DNV

DNV (called DNV GL until March 2021), based in Bærum, Norway, is an international classification society and service provider in the fields of technical consulting, engineering services, certification and risk management. DNV was formed in 2013 through a merger of the two leading classification societies Det Norske Veritas (Norway) and Germanischer Lloyd (Germany).

As of 2020, the company employs about 11,600 people worldwide at 400 locations in 100 countries.





## Project description

In 2009, DNV switched from a competitor to Rhenus. In this context, approximately 40,000 individual files were relocated to the security archive in Hamburg. Additionally, Rhenus took over another 125,000 files from the customer's premises. Up to 800 original ship files were requested daily, which Rhenus delivered by direct courier on two set daily routes. Furthermore, there were frequent express orders, which were delivered within an hour. After the ship files were digitized by Rhenus Docs to Data, the physical requirements were reduced significantly.

## The challenge

DNV requires permanent access to the complete ship file archive. In case of an emergency, the files can be requested even on weekends or holidays. A special 24/7 emergency plan is provided for DNV for this purpose. This means that the required ship files can be delivered to DNV within 4 hours, even after Rhenus business hours.



## The client's benefit

DNV benefits from the many years of experience that Rhenus has in the realm of document management. Whether this involves physical archiving, digitization or subsequent destruction. Rhenus provides all services from a single source. Individual customer demands are combined with the highest security standards.



### Challenge:

Permanent access to the entire ship file archive

### Solution:

Dedicated 24/7 emergency plan provided for DNV, delivery through Rhenus direct courier service within the agreed upon time slot (depending on the service level)

### Use:

Decades worth of experience with access-intensive files

### Responsible:

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