metrofile
Records & Information Management
KENYA

Company Profile

Information Governance and Management

Your Partner in Digital Transformation and Archiving

At **Metrofile** we are a leading provider of records and information management solutions serving both the public and private sectors in East Africa. Armed with over 40 years of experience we take pride in our secure and efficient management of valuable data, offering end-to-end solutions for both physical and digital records.

RECORDS MANAGEMENT

Storage
- Records storage
- Vault storage
- Active filing

Managed Services

Scanning
- Image processing

Filing and Storage Products
- Files and labels
- Bulk filers
- Archiving boxes

Confidential Destruction
- Secure shredding
- Electronic data destruction

CLOUD

Cloud Backup

VPS Hosting

Data Loss Prevention

Compliance (PoPIA)

Cloud Storage

Disaster Recovery

Protection
- Cyber security
- Endpoint detection and response
- Email hijacking prevention
- Email protection

CONTENT SERVICES

Business Process Optimisation
- Workflow automation
- Robotic process automation
- Digital content creation
- Digital document management
- Physical file management
- Intelligent data capture

Data Insights
- Exception reporting
- Dashboards
- Metadata insights
- Real time data insights

INFORMATION ADVISORY SERVICES

Compliance and Governance
- Compliance
- Governance

Business Continuity
- Workarea recovery
- Disaster recovery

About Metrofile

Over the past four decades Metrofile has established a credible and trusted reputation of being leaders in information governance and management offering quality products and services to organisations of all sizes and sectors across South Africa, Kenya, Botswana, Mozambique and the Middle East. We operate from 72 facilities at 36 locations covering 119 000 square meters of warehousing space.

Our clients are guided to ensure that adherence to legislative requirements is met and that their most valuable asset, their information, is protected. Whilst retaining our core offerings such as the physical management of records and information, and our expertise in space optimisation through a vast range of products, we have deepened our digital offerings. These digital offerings include the provision of data management services including cloud backup, disaster recovery and specialised hosting in a private cloud, as well as business process optimisation through the use of advanced electronic information management systems.

Our expansive suite of services includes records management, cloud and content services and information advisory services. By providing end-to-end services across all aspects of the information management lifecycle we are well placed to meet the evolving demands of our clients and to assist them on their digital transformation journey which includes digitising processes from end-to-end.

Serving clients in all industry sectors, no matter how large or small across continents, our global presence and holistic approach to information governance and management from inception to destruction cements our position as a key player in the industry.

Metrofile Partnerships

Metrofile's Global Presence

We are a multinational company with a footprint across South Africa, Botswana, Kenya, Mozambique and the Middle East, servicing all aspects of information management for clients in all industries, no matter how large or small. The combined capabilities of all these businesses ensure that Metrofile offers holistic information management services from inception to destruction.

Metrofile in Kenya

Metrofile Records Management (K) Limited offers an extensive array of records and data management services tailored to meet the dynamic needs of various industries. Our services encompass both traditional and digital records management solutions to ensure the utmost security, accessibility, and efficiency in managing your information assets. From on-site registry management to high-tech electronic data management, our suite of services is designed to cater to every aspect of your organization's records management requirements. Discover below the full spectrum of services we provide aimed at optimizing your business operations and safeguarding your valuable information:

- On-Site Registry Management Services
- Vital Records Services
- Custom Barcode Printing
- Certified Records Destruction
- File Tracking Software Modules
- Fully Integrated Barcode Tracking
- Viewing Rooms Available On Premises
- Customized Inventory Tracking and Reports

- Off-Site Information Management and Storage
- Specialized Services for Specific Industries
- Temperature and Humidity Controlled Data Vault
- Data Conversion Services
- Specialized Mail Room Services
- Image Processing
- Back-Up Storage and Management
- Electronic Data Management Services

ARCH Media - Data Vault

The Vault is a temperature and humidity controlled environment that ensures the long term integrity of all electronic media. Data in electronic form is subject to a wider range of vulnerability than hard copy documents and thus requires extraordinary protection and all available measures to ensure business continuity.

Metrofile Records Management (K) Limited has employed best practices in order to protect our customer's data and thus ensure their survival. For the commercial businesses, electronic media include discs, tapes, or any other magnetic devices. Environmental control of the vault means maintaining a stable environment that will meet manufacturers' recommendations for the storage of a broad range of electronic and optical media.

We believe that this introduction is a first for Kenya, an environmentally controlled vault, offering bar-coded storage and retrieval components, available to a broad range of customers in the country.

Quality Statement

Metrofile Records Management employs professional record management solutions for both hard and soft copy records. Our vision is to be the region's leading archive solution providers and to this end we have, and constantly seek to, engage qualified and experienced staff with the requisite skills to deliver high standards of quality and level of service.
Boxes under management
Over 1,000,000
Files under management
Over 70,000,000

Productivity Improvements (KPI's)

Metrofile Records Management has comprehensive key performance indicators (KPIs) that match all our processes. These KPIs are monitored by the various Heads of Department and weekly reports compiled, with any variances noted and corrected immediately.

As new updates are introduced to the market place, we re-look at the KPIs and process maps to enable service innovations. These innovations translate into supply benefits to our clients over the duration of our relationship. Upon entering into a contractual relationship, we will negotiate a Service Level Agreement (SLA) with the customer, which will form the basis of service provision.

Monthly Reports:

Monthly reports are composed of:
1. Report on files in circulation and the requestors
2. Report on the ageing summaries showing how long the files have been in circulation
3. Updated inventories for the departments
4. Report on files with dates due for review
5. Report on retrieval requests and status
6. Report on archived requests received for the month

These reports are sent out on the first working day of the month to heads of departments and/or the contact person identified by the customer, for distribution to the relevant users.

Other Reports:

1. Destruction Notification
2. Destruction Certificates

Storage Conditions

Metrofile Records Management warehouse is tailored to meet the highest standards in storage conditions in the industry. These standards include, but are not limited to, the following:
- Good housekeeping practices reviewed on a daily basis in the warehouse
- Proper lighting and conduiting of all electrical wiring in the warehouse
- Pest control services conducted by an independent third party contractor, (vetted and approved), on quarterly basis in the storage area to mitigate any risk of pest or vermin infestation.
- Quarterly inspection of all electrical installations in the warehouse is done by an independent third party contractor (vetted and approved) as a suitable partner

The optimum conditions for tropical permanent preservation of paper documents are
- Relative humidity - 55% +/- 5%
- Temperature - 25°C +/-2°C

Security In The Warehouse

- Proximity cards are used for security access in the warehouse
- The warehouse is under 24hrs CCTV surveillance
- The storage facility is guarded day and night by G4S Security guards and complemented with electronic security systems
- The warehouse is fully covered by G4S Response Services alarm system
- Only authorized persons are allowed in the warehouse.

Fire Mitigation

Our warehouse is covered by:
- Fire extinguishers (water, CO_2, foam and powder)
- Smoke detectors alongside each aisle, connected to a fire panel which is linked to G4S Fire services control room
- There is also a hose reel system in place to ensure that all corners of the warehouse are adequately covered
- We have a 24 hour dedicated fire support engine
- Inspecting our fire fighting equipment on quarterly basis
- We also carry out fire drills to ensure that our staff are adequately prepared in the event of the breakout of a fire
- All warehouse staff are trained fire marshals and periodically receive refresher training on new emerging fire fighting trends

Storage Of Data

We have different methods in which we store data in the storage area;
- There are heavy duty racks for storage of records which have been boxed. These racks have the following specifications:
  Upright frames: Leaped channel 100 mm x 50mm x 2.5 mm x 6 meters high,
  Beam with brackets: 100 mm x 50 mm x 3mm x 2.44m long
  Catwalk - 1 m x 0.23 m 1.5 mm thick material.
- We have a bulk filer system (open self system) which stores high retrieval records.
- There is a media vault; this is a purpose designed storage facility for storing all electromagnetic media such as microfilms, CD ROMs, diskettes, X-rays back up tapes, video tapes etc. It is temperature and humidity controlled because the main threat which causes electromagnetic media to degrade is fluctuation in environmental conditions.
- We use treated wooden pallets with the following dimensions 120cm x 120cm.
- Our boxes are 5ply strongly formed and they come in the following sizes:
  Legal transfer carton 58cm x 40cm x 29cm
  Standard carton   36.5cm x 28cm x 29cm
  X-ray carton   48cm x 15cm x 38cm
  Auto fold   36.5cm x 28cm x 27cm
  Arch box   24cm x 8cm x 33.5cm

We use a barcode system in our record management and storage to helps us keep track of all records under our custody.

Service Delivery

Metrofile Records Management is committed to the highest level of service delivery. We have tracking on all our vehicles for enhanced security and tracking.

All our service vans are branded Metrofile Records Management for enhanced visibility, which are monitored on a live basis by G4S Response services communication centre for enhanced security and tracking.

We have responsive personnel that are able to respond immediately to any and all service interruptions. We offer three delivery schedules for physical records and Archive Media - Data Vault at 9:30 AM, 11:00 AM, and 3:00 PM. Our staff are always in branded uniform and are identifiable by their security name tags, which are always on display.

Our management team is committed to meeting expectations and is available to answer any queries that clients may have from time to time. Our Project Manager would be a regular visitor to your offices and is able to respond immediately to any issues raised by the client.

We schedule monthly meetings with our customers to discuss ongoing projects and any other service related issues.

I-SIGMA Quarterly Newsletter

As a member of I-SIGMA International, we have access to quarterly newsletters on information on industry trends and changes to record management.

i-SIGMA membership allows us to communicate with our peers in other countries so as to take advantage of any new technology that would increase our efficiencies, and increase supply benefits to our clients. In addition to the newsletter, Metrofile Records Management keeps information on any regulatory changes that would affect Record Management locally.

We would be glad to share this information with you to keep you updated on any new changes in Archiving and Record Management.

List Of Directors and Management

Thabo Seopa
Group Chief Executive Officer:
South African (Board Director)

Shivan Mansingh
South African (Board Director)

Jackline Mburu
Managing Director Kenya
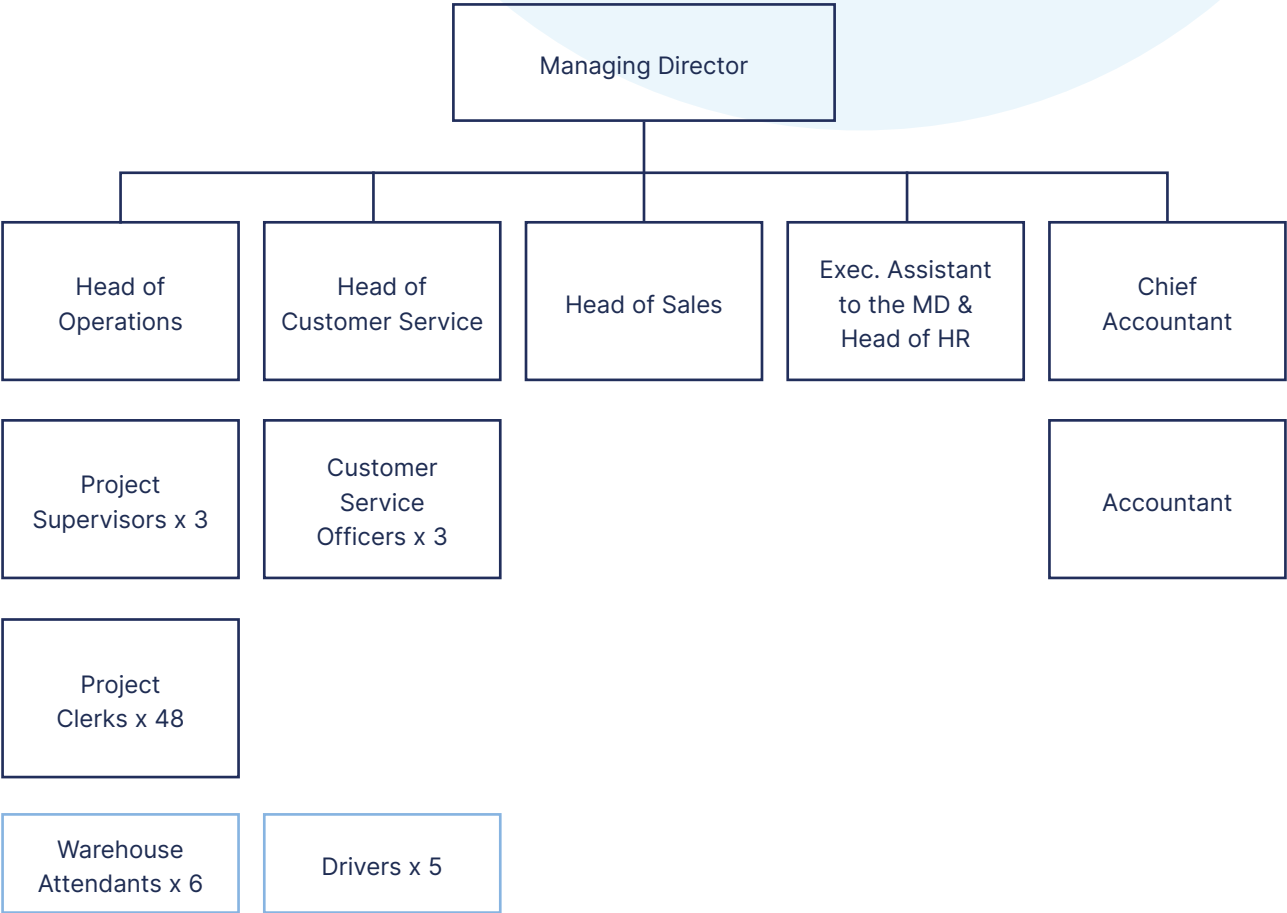General Manager East Africa

Nicholas Gitonga
Head of Operations

Kenneth Mburu
Finance Manager

Linet Othero
Customer Service Manager

Lydiah Okoth
HR Business Partner

Metrofile Kenya Organogram

Product Portfolio

Content Management
- Proprietary to Metrofile VYSION
- Mature product, 16+ years
- Over 400 clients across Africa
- Auto Ingest and Capture, File Plan management
- Rest API for integration
- Cloud, VPN or On Premise installations

Workflow
- Locally developed and supported
- Approvals
- On-boarding
- Web forms and API Integration

Robotic Process Automation
- Rule based repetitive task
- Streamlines workflows
- Non-invasive
- Boost productivity

Electronic Filing & Storage
- Simplifies document filing
- Document tracking
- Physical file management

Offline Preservation
- 35mm film to a digital information carrier
- Proven longevity of 750 years
- Immutable to change, viruses or ransomware
- The Artic World Archive

Fixed Assets Lifecycle Management
- Manage all asset data
- Physical and financial information
- Barcode and/or RFID
- Book depreciation, reconciliations, and manage mass additions, disposals, transfers, and other modifications on assets

Content Management
- Proprietary to Metrofile VYSION
- Simplifies document and file management catering for all the diverse business needs of multiple departments within an organization using a single point of access and platform, resulting in up to the minute, online information on the status and whereabouts of all files or documents within the organization.

Product hexagon logos: datastor, Autopilot, UiPath, metrofile, piql, mojodat Fixed Assets, e-tracker

Some of Our Customers

Customer logos: Stanbic Bank, KCB, NCBA, citibank, DTB Diamond Trust Bank, Unilever, CASE IH Agriculture, galana energies, WPP Scangroup, G4S, SOGEA SATOM, pwc, SELECT, DHL Aviation, ABB, actionaid Kenya, ACUMEN, IBM, KPMG, WWF, ATC KENYA

Here's How We Do What We Do

For four decades Metrofile has been an industry leader and specialist in the field of information governance and management.

As a highly credible and trusted specialist services company with international operations covering South Africa, Botswana, Kenya, Mozambique and The Middle East, Metrofile has been listed as a JSE limited company since 1995.

11 000
Cloud Customers

450
Cloud Partners

OVER 400
Electronic Document Management System Customers

36
GLOBAL LOCATIONS

9,000
TONS OF PAPER RECYCLED

72
FACILITIES

1.3 TB
DAILY BUSINESS DATA BACKUPS

119,000
SQ METRES WAREHOUSING SPACE

Metrofile Records Management

The storage and management of large quantities of inactive and semi-active records is a specialist business. Our four decades of experience ensures effective management of documents and records throughout every part of the information life cycle.

Information technology (IT) is a considerable enabler for our digital transformation journey and a strategic imperative for Metrofile. We leverage technology to provide digital solutions that generate value for our stakeholders. IT is deeply entrenched in the way the Group conducts its business in a globalised and increasingly complex environment. We have a fiduciary duty to protect the data we collect and, therefore, we have appropriate measures across the Group to support data integrity, confidentiality, privacy and security.

Metrofile has, therefore, adopted and implemented best practice frameworks and standards for information security. In South Africa and the other jurisdictions in which we operate, the Group is governed by laws that control the processing and security of personal information, both the information we process on behalf of our clients and our own information, including information about our employees. The Group takes necessary precautions and actions through our implemented privacy policies, procedures and protocols to ensure the protection of the personal information of our clients, employees and other third parties.

Records are safe in our purpose-built, world -class warehouses, which meet industry standards to protect against the elements. Our sophisticated labelling, indexing, search, retrieval, tracking, and re-filing system always guarantees quick and easy access to your information. Records can be deep-stored for extended periods of time or for customers who need quick and easy access to their files on an ongoing basis, we offer cost-effective active filing solutions.

Our "track and trace" system prevents misfiling or lost documents and allows for interfiling and additions to "live" physical files with full audit trail capabilities. Delivery options are designed to suit customer-specific requirements using vehicles with satellite surveillance systems.

Our secure, climate-controlled vaults provide the utmost protection against moisture, dust and contaminants, and are weather and fire-resistant with gas suppression. These facilities are constantly monitored by CCTV, are strictly access controlled, and are protected by perimeter fencing.

Metrofile's knowledge of record keeping best practices, rules, and legislation assists businesses and organisations in meeting their legislative and corporate governance requirements.

Employing tried-and-tested systems and working to internationally recognised standards, Metrofile is accredited to the following:
- Longstanding member of i-SIGMA (International Secure Governance and Management Association) – formerly PRISM (Professional Records and Information Services Management).
- Comply with National Archives and Record Services (NARSSA) standards.
- All facilities are secure (24/7), well maintained, and have SABS-approved fire detection and prevention facilities in place.

We run our task-driven risk, health, and safety management on the SafeCyte System, which serves as an internal Risk Compliance Register that is continually measured and system-driven to ensure igorous scheduled checking of security, as well as enforcing adherence to company policies, vehicle maintenance, and safety.

Compliant in terms of POPIA (Protection of Personal Information Act) and GDPR (General Data Protection Regulation) Metrofile recognises information protection as a business imperative first and foremost, and secondly, as a regulatory, legal, and reputational issue. As such, to protect the Personal Information of its employees, contractors, clients, third parties, and other key stakeholders, collectively "data subjects," Metrofile is required to comply with the information protection laws of the countries it operates in.

Metrofile's compliance efforts are against the following privacy risk themes:
- Setting up the required governance structures for Privacy.
- Alignment of business practices with the required Privacy controls.
- Embedding mechanisms to give effect to individual rights for Privacy.
- Awareness and training around protecting information.
- Physical and technical controls for Information Security; and management of third parties that process personal information on our behalf.

Comprehensive Solutions For Storage, Scanning, Filing, And Confidential Destruction

SCANNING SERVICES

In the digital era, adopting digital systems is vital. Metrofile helps businesses use advanced scanning and data management to maximize potential, ensuring secure and efficient data governance.

- **Digital Scanning:** Converts physical records into accessible digital formats.
- **Production Film Digitization Scanning:** Allows for rapid digitization of large data volumes.
- **Computer Output Microfilm (COM) Recording:** Transforms digital files into microformats for long-term archiving.

Disi Group specializes in document digitization services, focusing on simplifying client business processes. Our work involves improving the management of physical documents to increase productivity and efficiency while reducing the costs associated with document handling. Our experienced team provides a range of solutions, including document scanning, digitization, re-assembly, and file tracking systems. Disi Group operates extensively across Eastern, Central, and Southern Africa, where we have automated and digitized millions of documents in the past decade. Our goal is to support organizations in streamlining their operations and enhancing overall efficiency, positioning ourselves as a reliable partner in digitization and automation efforts.

Our goal is to streamline your business operations by enhancing your ability to manage physical documents more efficiently. This improvement not only boosts productivity and efficiency but also significantly reduces the expenses associated with handling documents.

Translates Business Information Into Useful Knowledge

Electronic Documents and Records Management Software

This comprehensive solution manages the entire content lifecycle - from creation to disposal - ensuring effective service delivery and promoting public accountability. It allows for the capture, processing, and viewing of various types of content, including physical documents, e-mails, and social media posts. By utilizing the software's key features, such as multi-channel content capture, compliant records management, secure archival, version control, and quick retrieval options, you can efficiently streamline both your physical and digital records.

Automation of Processes

Our expertise lies in transforming manual operations into efficient, automated workflows. By implementing workflow systems and data capture applications, we create end-to-end solutions that cater to your specific data management needs.

Training and Consultancy

We provide comprehensive training and consultancy services based on the best industry practices. This ensures that our clients gain essential records management skills and knowledge, focusing on principles, roles, responsibilities, basic terminology, and the legislative framework governing records management. Custom solutions are determined through initial assessments aimed at identifying specific needs within your organization.

Benefits of Scanning Your Documents

- **Improve Efficiency:** Digitizing your documents provides quick and easy access to files that would otherwise take hours to retrieve manually. With electronic documents, retrieving a file is just a few clicks away, a crucial feature allowing remote access to business-critical documents in today's increasingly digital work environment.
- **Reduce Operational Costs:** By converting your physical storage archives and incoming paperwork into digital formats, you can repurpose valuable office space for more profitable uses, effectively cutting down on storage costs.
- **Information Security:** Through regular audits, we ensure adherence to current legislation and strive to exceed standards to enhance data security. Our clients can trust in our commitment to safeguarding their information, providing complete peace of mind.

Portfolio

National Social Security Fund

Project Scope

PHASE 1: 2017-2019
- Supply, Installation, Implementation and commissioning of an Electronic Document and Records Management System
- Automation of Business Processes
- Conversion of 40 Million Records

PHASE 2: 2019-2021
- Conversion of 20 million documents
- Integration of EDMS with the oracle-based core Fund application and SAP ERP
- Implementation of workflows

PHASE 3: 2022-2025
- Conversion of and indexing of records on "as needed basis" (14.98 M documents digitized in financial year 2022/23)
- Supply of EDMS licenses
- Implementation of workflow systems
- Integration of workflow systems with existing SAP ERP.

Office of the Data Protection Commissioner

Contract 1 Scope

PROJECT YEAR: 2023-2026
- Supply, Delivery, Installation, Testing, Commissioning and Maintenance of an Electronic Document Management System (EDMS).
- Integration of the EDMS with ERP (MS Dynamics) and CMS
- 2 Years Support

Contract 2 Scope

PROJECT YEAR: 2023-2026
- Supply, Delivery, Installation, Testing, Commissioning and Maintenance of a Case Management System (CMS).
- Integration of the CMS with the EDMS
- 2 Years Support

Smart Zambia Institute for Ministry of Lands and Natural Resources

Project Scope

PROJECT YEAR: 2024
Digitisation of Data for the Zambia Integrated Land Administration System (Zilas) Under the Ministry of Lands and Natural Resources

Rural Electrification and Renewable Energy

Project Scope

PROJECT YEAR: 2019
- Supply, Installation, Implementation and commissioning of an Electronic Document and Records Management System
- Automation of HR processes
- Digitization of 0.5 million records

Kenya Railways

Project Scope

PROJECT YEAR: 2019-2020
Scanning, indexing and uploading of 10 million documents

Ministry of Land Management, Water and Sanitation Service

Project Scope

PROJECT YEAR: 2019
Scanning, indexing and uploading of 4 million documents

Ministry of Lands and Physical Planning

Project Scope

PROJECT YEAR: 2017-2018
Scanning of 10 Million land records
(green cards/white cards and parcel Files) Kisii

PROJECT YEAR: 2015-2016
Digitization of 30 Million land records, Mombasa, Kilifi, Kwale registries

Centum

Project Scope

PROJECT YEAR: 2017
Configuration of Client's MS SharePoint for document management

Transition to a Paperless Future with Metrofile

Digitize Physical Files

Implement a paperlight office environment that is not only a progressive step towards environmental sustainability but also aligns perfectly with efficient and innovative operational goals.

Trusted Digital Transformation Leader
- Over 15 years of experience.
- Successfully digitized over 400 businesses.

Seamless Transition Process
- Expertise in turning cumbersome paper processes into efficient digital operations.

Commitment to Sustainability and Efficiency
- Drive your business forward with sustainable, paperless solutions that boost efficiency.

Embrace the digital era by revolutionizing the document management landscape.

Boost Efficiency and Accessibility

Bolster workplace productivity with efficient, accessible, and secure information management.

Enhanced User Function and Collaboration Tools, Document routing, reports and dashboards.

Seamless Integration and User-Friendly Interface

Benefit from compatibility with existing systems, transitioning smoothly to Metrofile's comprehensive document management solution.
Twain driver scanner compatibility, API integration, import tools.

Optimized Document Retrieval and Collaboration

Maximize time and resource savings with intuitive features, enabling streamlined document retrieval and enhanced team collaboration.

Barcode recognition, OCR, metadata and advanced / full text search, Document routing, workflow automation.

Advanced Security and Compliance Measures

The nucleus of unwavering security and steadfast regulatory compliance expertise.
Encryption, audit trail, role based access.

Metrofile Cloud Solution Offering

Backup

- Cloud backup
- Microsoft 365 backup
- Cloud Storage (Simple Storage Service - S3)
- Cloud Application backup

Provide

- Hosting (Sage X3, Sage Evolution, DataStor, SAP Hosting, Web Application, File Server)

Prevention

- Disaster Recovery (DRaaS)
- Data Loss Prevention (DLP)
- Endpoint Protection
- Patch Management
- Vulnerability Assessments and Cyber scripting

Protection

- EDR
- Anti-Malware Protection
- Sendmarc (email hijacking prevention)
- Email protection
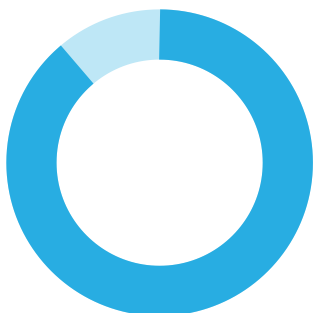- Exploit Prevention
- Device Control

14 000+
CLIENTS

200+
SUCCESSFUL RECOVERIES PER MONTH

700+
VIRTUAL SERVERS HOSTED

474TB
NEW DATA BACKED UP DURING 2023

96,9%
Customer Satisfaction Metrics

284VMs
New Virtual Servers Added

Africa DataCentres

- ✓ Local Data Centre
- ✓ Local Pricing
- ✓ 24/7 Support
- ✓ Enterprise VMWare

Case Study
National Social Security Fund (NSSF)

Empowering Public Sector Service Delivery through **Information Digitization and Automation**

The National Social Security Fund (NSSF), established in 1965, is a vital institution in Kenya's social protection framework. Responsible for worker registration, contribution collection, fund management, and benefit payments, **the Fund plays a key role in building national socio-economic resilience.**

In line with its 2014–2019 Strategic Plan, NSSF launched a **digital transformation initiative to modernize operations,** reduce dependency on manual systems, and enhance service delivery to its members.

The Challenge

NSSF managed hundreds of millions of physical records, including legacy data critical to its core functions. **Accessing, processing, and protecting these records had become increasingly complex,** with manual processes slowing down turnaround times and increasing the risk of data loss or unauthorized access.

The Fund needed to address several key challenges: inefficient document retrieval, high operational overheads, poor data visibility, and growing pressure to meet rising service expectations.

Crucially, there was a strategic need to ensure stronger compliance, faster claims processing, and more informed decision-making through real-time data access.

The Solution

Metrofile, in partnership with digital transformation leader DISI Group, co-designed and implemented a scalable solution aligned with NSSF's long-term digital vision.

- The project began with the **digitization and optimization of approximately 400 million physical records** - 95 million of which have been digitized to date. These were structured and indexed to enable secure, searchable digital storage, improving retrieval speed and reducing overhead.
- A centralized, scalable **Electronic Document Management System (EDMS)** was deployed, giving teams real-time access to records, better version control, and seamless collaboration across departments.
- The EDMS was integrated with NSSF's existing ERP platform to enable **centralized processing, real-time data synchronization, and improved workflow management.**
- **End-to-end process automation** was also introduced, transforming key services like member registration, contribution processing, and claims disbursement.

The Impact

NSSF now operates with greater efficiency, security, and responsiveness. Service delivery is faster (turnaround times for claims were cut from 90 days to just 2, with increased accuracy and data reliability), operational costs are lower and compliance is stronger.

Most importantly, **NSSF has built a digital foundation** that supports sustainable growth and better serves the citizens who rely on it.

Creating Space, **Security,** and **Efficiency**
for Diamond Trust Bank (DTB)

Financial institutions like DTB handle thousands of sensitive documents daily. But when records pile up, it slows teams down, consumes space, and makes compliance harder.

DTB, a respected financial institution listed on the Nairobi Securities Exchange, needed a partner to streamline record storage and access, improving efficiency and supporting regulatory compliance.

The Challenge

With 130 branches and departments, DTB was running out of space. Filing cabinets were full, storage boxes were stacking up, and teams spent too much time locating files. This slowed service, increased risk, and made compliance more difficult.

Storing sensitive files on-site also exposed the bank to potential loss, damage, or unauthorized access, which affected audit readiness and long-term risk management.

The Solution

Metrofile implemented a **tailored records management solution:**

- Provided **expert guidance** on record retention aligned with financial regulations
- **Sorted and indexed physical files** on-site for efficient transition
- Archived documents securely offsite, freeing up valuable office space

We:

- Organised and indexed 1.6 million files
- Packed and moved 91,000 physical boxes to secure off-site storage
- Guided retention policies aligned to the Kenya Data Protection Act (2019)
- Freed up space, sped up access, and improved compliance
- Reduced retrieval time from days to hours

The Impact

DTB now operates in a cleaner, more efficient environment. Staff retrieve documents faster and spend less time on admin. Stronger compliance controls and a clear retention policy support safer, smarter records management today and in the future.

DTB has gained real value through:

- Improved productivity
- Reduced risk
- Operational savings

Enabling Smarter Regulation Through Digitization and System Integration

The Office of the Data Protection Commissioner is Kenya's regulator for personal data protection. It is responsible for ensuring that public and private institutions uphold the rights of citizens under the Data Protection Act. As the Office's mandate expanded, so did the need to modernize how it managed and acted on increasing volumes of data-driven interactions.

The Challenge

Managing complaints, breach notifications, investigations, and enforcement actions required the same governance and accountability that the Office expects from the entities. Enforcing the law, maintaining oversight, and serving as a model regulator was increasingly difficult.

With a growing workload and national oversight role, the Office faced additional key challenges:

- Massive increases in lodged cases, investigations and reports result in increasing volumes of records that were stored manually and across fragmented offices and platforms
- Case tracking lacked structure, with no unified view of progress
- Internal workflows were inconsistent and difficult to monitor
- Staff spent considerable time retrieving documents or following up on tasks
- There was limited ability to demonstrate traceability, auditability, and national scalability

The Solution

What the Office needed wasn't just a document repository - it required an integrated, end-to-end digital solution to centralize information, streamline regulatory processes, and ensure secure, auditable handling of data across departments.

Metrofile, in partnership with DISI Group, delivered a scalable, tailored solution:

- A centralized, secure EDMS for real-time document access, version control, and cross-department collaboration
- A custom-designed Case Management System to manage the full lifecycle of complaints, breaches, investigations, and enforcement actions
- Full integration with the ERP platform to unify workflows, improve reporting, and enhance visibility
- Post-implementation support included training, change management, and skills transfer to ensure long-term sustainability.

The Impact

The integration of EDMS, CMS, and ERP created a connected digital ecosystem that unified records, workflows, and systems into a single, cohesive platform. This transformation enabled the Office to regulate faster, strengthen oversight, and respond to growing compliance demands with greater agility, confidence, and consistency, while also enabling:

- Quick retrieval, accurate document tracking, and secure access across teams
- Structured case handling and consistent workflow execution
- Connected systems that eliminate duplication and improve follow-through
- Clear audit trails and access controls supporting compliance with the Data Protection Act
- Strengthened public trust through improved responsiveness and transparency
- Internal capacity boosted through ongoing training and knowledge transfer

The Office's choice to partner with Metrofile and DISI Group is a clear vote of confidence in our ability to deliver secure, intelligent, and future-ready transformation at the highest level.

Case Study
The State Department for Lands and Physical Planning

Digitizing Land Records to Unlock Speed, Security, and Public Confidence

The State Department for Lands and Physical Planning operates across multiple counties in Kenya, managing critical records tied to land ownership, tenure, and national development. **Over time, millions of parcel files, green/white cards, and legacy land records had accumulated across regional offices.** Managing this volume through manual or disconnected systems made operations slow, costly, and prone to risk.

The Challenge

The Department faced persistent challenges that slowed service delivery and undermined public confidence:

- **Records were stored manually** or across fragmented systems
- Retrieving files required **time-consuming physical searches**
- Staff faced **high document handling workloads**
- Files were vulnerable to **misplacement, duplication, or environmental damage**
- **Limited access** to shared data across counties made coordination and response difficult

These inefficiencies impacted day-to-day operations and made it harder to uphold **transparency** in land governance.

The Solution

Metrofile, in partnership with digital transformation leader DISI Group, delivered a **multi-county digitization project** to improve how land records were accessed, secured, and managed.

In Kisii, **over 10 million records** - including green/white cards and parcel files - were scanned and digitized. An **additional 30 million records** from Mombasa, Kilifi, and Kwale registries were processed. Each document was indexed and archived in a **centralized, searchable system** - transforming scattered archives into a structured digital repository accessible across departments.

The Impact

The Department now benefits from a secure, scalable digital environment:

- **Retrieval times dropped** from hours to seconds
- Physical storage **costs reduced**; office space reclaimed
- Staff **productivity increased** through reduced paper handling
- Record integrity preserved through **secure digital storage**
- Regional offices share records more efficiently
- Public **trust** improved through faster turnaround times and enhanced transparency

By laying a robust digital foundation, Metrofile helped the Department **strengthen its operational efficiency** and support a more modern, transparent land governance system.

How Metrofile Cloud helped Garrun Group overcome their **cybersecurity challenges**

The Task

Implement an all-in-one suite to protect business data.

Garrun Group, a well-established insurance provider. Through its growth, it faced some challenges with cybersecurity. The Group found it difficult to integrate the pre-existing technologies of acquired businesses into one cohesive solution, making them vulnerable to cyber threats.

The Challenge

Acquiring new businesses with pre-existing technologies.Struggling to integrate different systems into one solution.

They battled to find a cybersecurity solution that could reconcile the different systems that they had acquired. They needed an all-in-one solution to easily integrate all their technologies, provide robust security against cyber threats. To address this challenge, Garrun Group sought the services of Metrofile Cloud, a trusted and experienced provider of secure and innovative solutions for businesses. Metrofile Cloud provided an all-in-one suite that could easily integrate with different technologies and offer advanced cybersecurity features.

The Solution

The suite provided by Metrofile Cloud included a combination of anti-virus, EDR, firewalls, email security, and other critical security components. This all-in-one solution was the perfect fit for Garrun Group's complex requirements. Garrun Group explained, "We chose Metrofile Cloud because of their years of **experience and their commitment to providing innovative and secure solutions.** Their all-in-one suite had everything we needed, and we knew we could count on them to provide us with excellent service and support."

The Result

Garrun Group's cybersecurity challenges were **expertly addressed by Metrofile Cloud's all-in-one solution.** Their top-notch services and support helped Garrun Group feel secure against cyber threats. "We highly recommend Metrofile Cloud to any business facing complex cybersecurity challenges."

metrofile

Records & Information Management

KENYA

metrofile.com

Address: PJ Park, Enterprise Road,
Industrial Area, Nairobi, Kenya