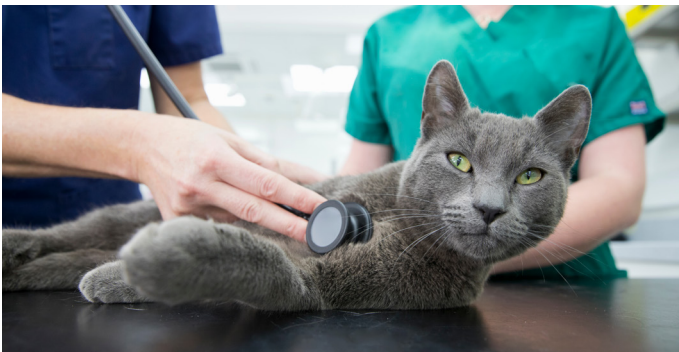




*“IVC has worked with Shred-It for several years. Shred-It have always provided us with excellent service and we have a good relationship with our dedicated account manager. We have a large multi-site portfolio and need to ensure all of our confidential paper waste is disposed of to data protection standards and we can track our carbon footprint with this service through our environmental impact report.”*

## Customer Background

IVC Evidensia is a global leader in veterinary care and Europe's largest provider. The group has over 453 practice groups, 1000+ surgery locations, 28 referral hospitals and 58 out-of-hours service locations.



## The Challenge

Everyday, IVC clinics provide treatment and care to thousands of our furry, hairy and scaly friends - over 8.5 million animals over the year.

Across IVC's multi-site UK portfolio, group practices generate a significant amount of confidential documents that must be handled in accordance with local laws and regulations including GDPR.

To comply with data protection laws, IVC needed an effective document process that helped make sure that the large quantities of confidential documents they handle daily were securely destroyed. They also needed a coherent system that provided a stress-free solution for their complex data management and responsibility to manage their customers' data - helping practice staff to do what they do best: outstanding animal care.

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## Objectives

- IVC needed to work with a data security expert to ensure they could effectively dispose of their confidential documents.
- IVC then initiated a thorough tendering process to find a supplier who could help them handle this. Shred-it's quality of service and pricing shone through and were awarded the contract.

## Approach

Shred-it made sure that a dedicated account manager was assigned to work with IVC to provide a bespoke service and a single contact point. After establishing IVC's needs, Shred-it recommended what information security services could help and suggested next steps. Given IVC's large output of confidential information, IVC chose Shred-it's regular scheduled paper shredding service which allows practices a choice of shredding consoles and the frequency of service collections to best suits their secure destruction and business needs.

## Results

Shred-it is working closely with IVC to roll out scheduled services region by region, and across multiple practice sites in the UK - continuously enhancing the partnership and reflecting IVC's evolving business needs.

Through Shred-it's secure chain of custody, IVC now rest assured that their customers' and their own business confidential information is securely transported and shredded.

Also, as many organisations set environmental targets credentials, IVC have strong KPIs in place to reduce Scope 1 and 2 emissions by 50% by 2030. Choosing Shred-it helps the group by recycling 100% of all confidential documents they securely shred. This is accompanied by an environmental certificate that details the number of trees potentially saved within a year through using Shred-it's processes - protecting both confidential information and reducing their carbon footprint to help safeguard the planet.

As IVC has grown across EMEA, they are now looking at implementing Shred-it across other countries in the future.

**IVC and Shred-it look forward to cementing this relationship and protecting what matters.**

