

VCs & PJs: expanding the archives of HSBC

Tina Staples
Global Head of Archives

Business Archives Council conference
10 November 2011

HSBC Technology and Services



Introduction



- ▶ How have HSBC Archives expanded in the 21st century?
- ▶ . . . why the expansion?
- ▶ . . . what are the implications for the archivists?

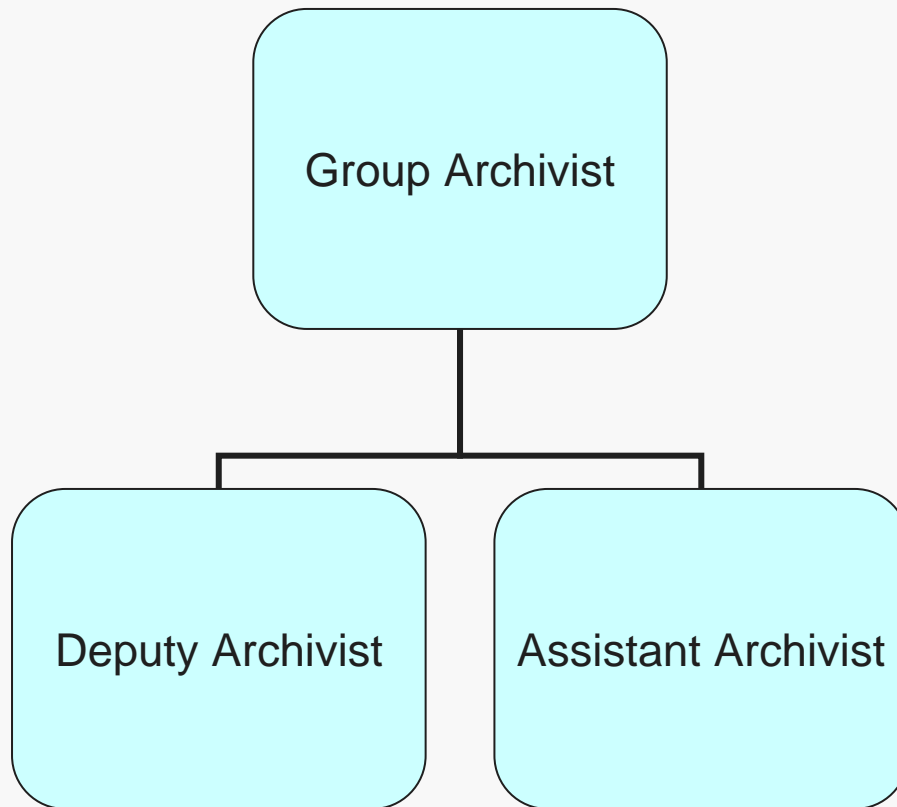
International credentials



- ▶ Founded in 1865 with offices in Hong Kong, Shanghai & London
- ▶ Expansion across SE Asia; and France, Germany & USA by end of 19th century
- ▶ Accelerated growth through acquisitions since the 1980s
- ▶ 7,500 offices, 87 countries, around 95m customers in Asia-Pacific, Europe, the Americas, Middle East and North Africa

HSBC Archives in 2001

London



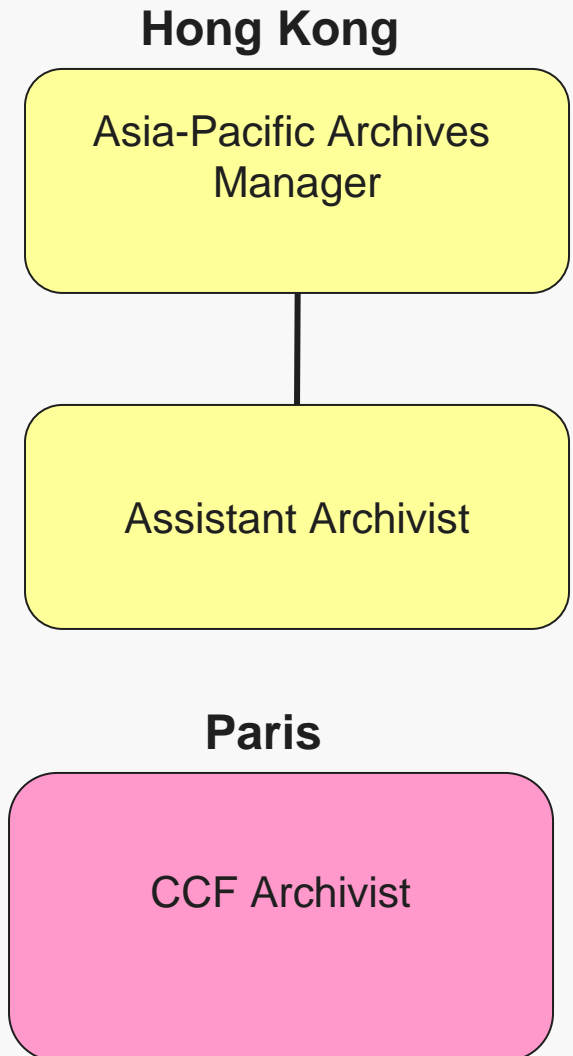
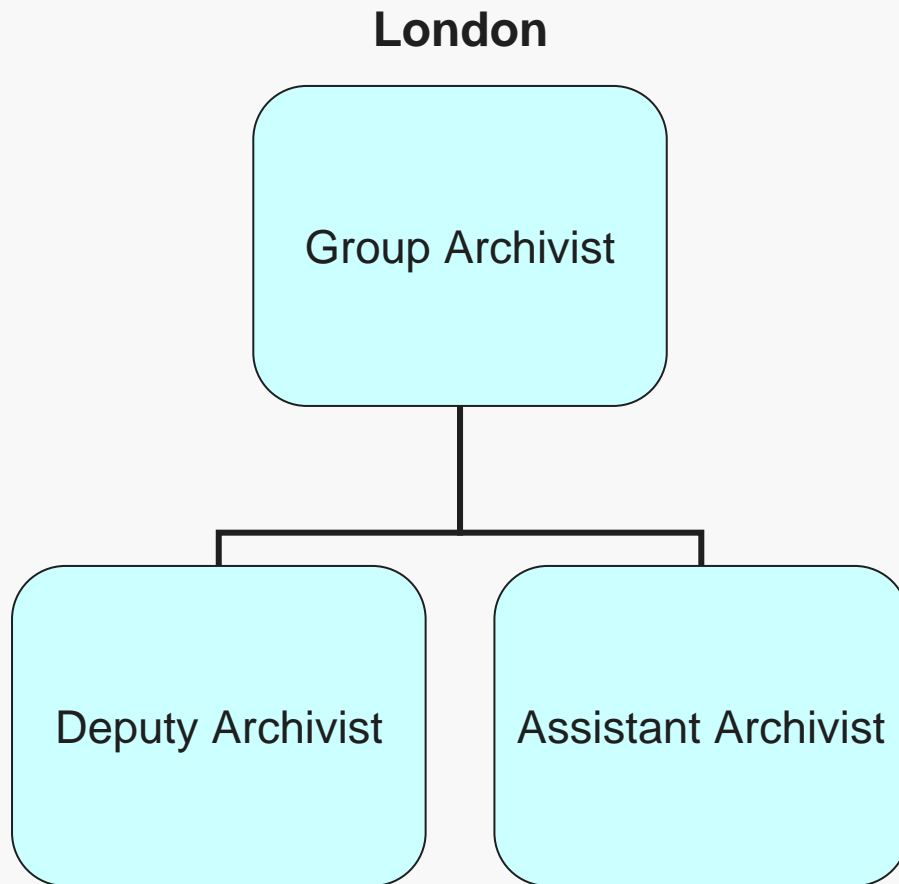
Hong Kong

Asia-Pacific Archives
Manager
(part-time, non-qualified)

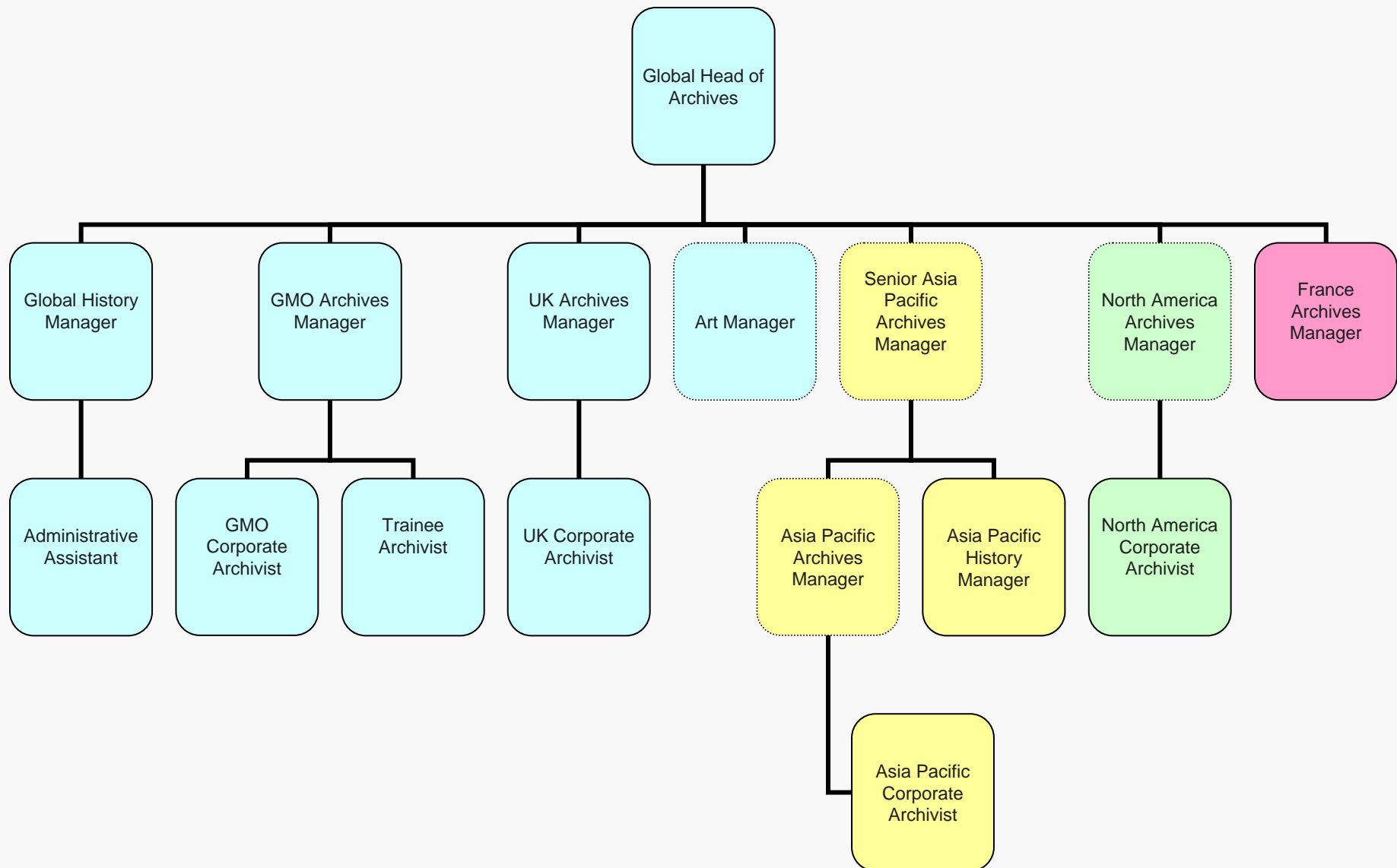
Paris

CCF Archivist

HSBC Archives in 2006



HSBC Archives in 2011



Making the case for expansion

- ▶ Corporate strategy: love it or hate it...don't fight it!
 - ▶ adopt – to fit in
 - ▶ adapt – to stay in
 - ▶ autonomy – to ride out any storms

- ▶ Articulating the business case
 - ▶ value added e.g. brand enhancement, employee engagement, corporate sustainability
 - ▶ mitigating risks e.g. reputational damage

- ▶ Stakeholders and reputation-building
 - ▶ dependable, knowledgeable, resourceful
 - ▶ creative, entertaining, surprising
 - ▶ friendly, professional, dynamic

Implications and impact: people

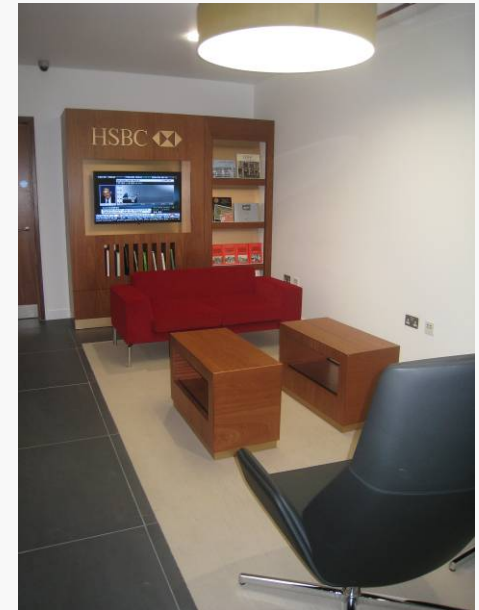
- ▶ Strategic staff management
 - ▶ identifying strengths and weaknesses
 - ▶ development of specialist roles
 - ▶ hiring abroad
 - ▶ overseas assignments
- ▶ Archivist or 'Manager'?
- ▶ Cross border collaboration involving VCs & PJs!



Implications and impact: deliverables

- ▶ Projects: raising the bar
 - ▶ increase in quantity and quality of projects
 - ▶ reactive and proactive
 - ▶ seeking and using feedback
 - ▶ internal focus

- ▶ Case study: relocation of the Archives in London
 - ▶ BS:5454 standard
 - ▶ additional storage capacity
 - ▶ conferencing facilities
 - ▶ office space for 12 staff

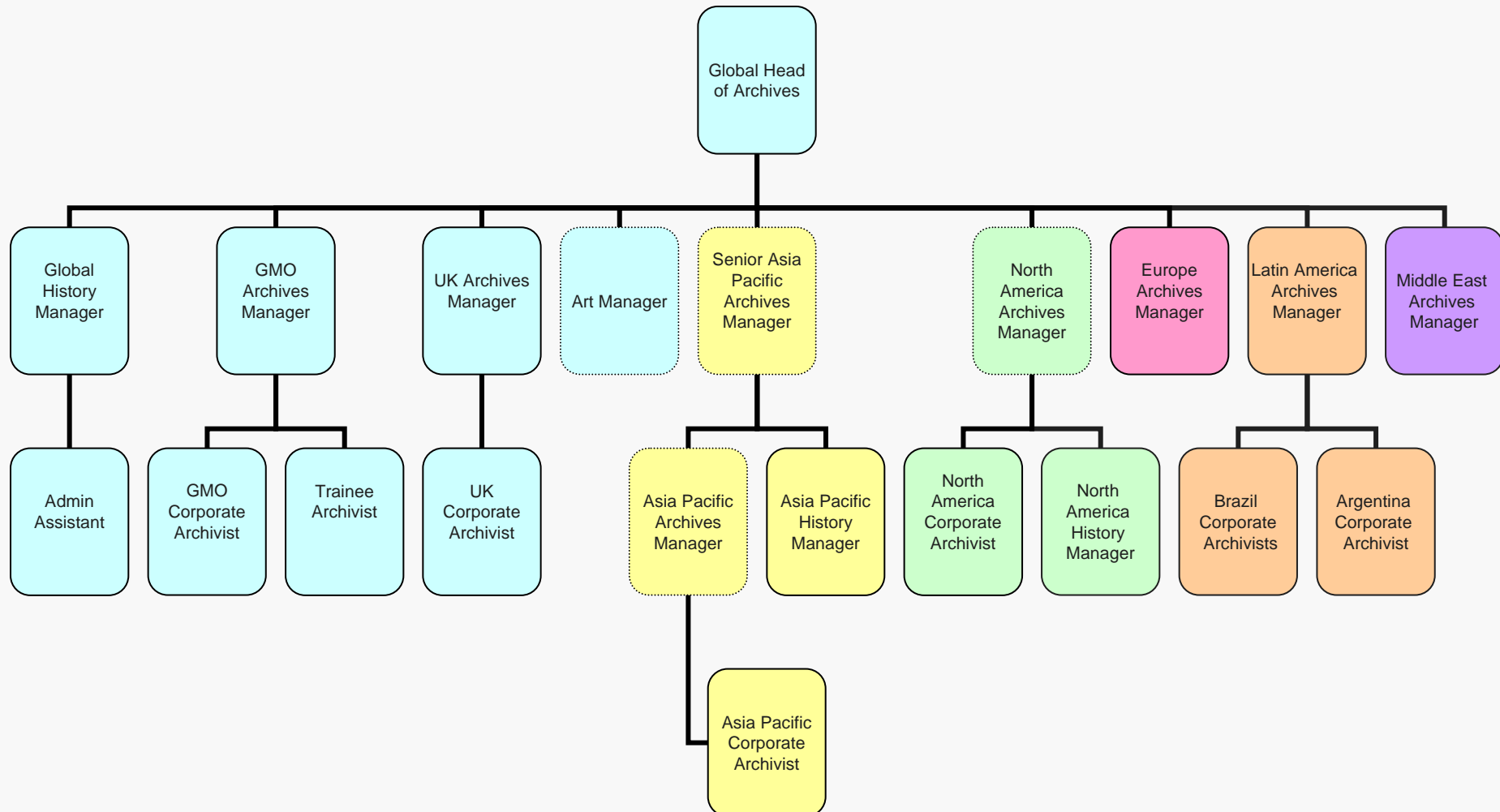


Implications and impact: growing the collections

- ▶ Cross border issues: 87 countries and almost 300,000 record creators!
- ▶ Embedding a collecting mandate within Group policy
- ▶ Development of, and reliance on, global Records Management
- ▶ Digital...the only way forward?



Implications and impact: vision for the future?





About HSBC Technology and Services

HSBC Technology and Services (HTS) is a pivotal part of the Group and seamlessly integrates technology platforms and operations with an aim to re-define customer experience and drive down unit cost of production. Its solutions connect people, devices and networks across the globe and combine domain expertise, process skills and technology to deliver unparalleled business value, thereby enabling HSBC to stay ahead of competition by addressing market changes quickly and developing profitable customer relationships.

Contact Details:

Name: Tina Staples

Role: Global Head of Archives

Direct: +44 (0) 20 7992 1560

Email: tinastaples@hsbc.com