

City of Amarillo Utility Billing Centralizes Municipal Records with High-Density Mobile Storage

The City of Amarillo Utility Billing department needed to consolidate municipal records from several storage areas into one organized records room in a new municipal building. Southwest Solutions Group designed and installed a Spacesaver high-density mobile storage system to centralize files, improve records access, reduce file retrieval time, and provide additional storage capacity in the Texas Panhandle.

INDUSTRY

Government

Municipal utility billing records storage for the City of Amarillo.

LOCATION

Amarillo, Texas

Municipal records storage project completed for the City of Amarillo Utility Billing department in the Texas Panhandle.

FACILITY TYPE

Utility Billing Records Room

The department was moving into a new municipal building and needed a dedicated space for records storage.

SOLUTION

High Density Storage

A high-capacity mobile storage system was designed for centralized records room storage.

PRODUCTS USED

High-Density Mobile Storage System

The Spacesaver mechanical assist mobile storage system used locking pins and was designed to hold existing utility billing records while adding future capacity.

OPERATIONAL GOAL

Consolidate Records Into One Location

The goal was to reduce file search time by moving records from multiple areas into one organized municipal records storage system.

THE PROBLEM

Utility Billing Records Were Split Across Multiple Storage Areas

The Utility Billing department was out of records storage space while preparing to operate in a new municipal building. Records were stored in several disconnected areas, which made file retrieval less efficient and made consolidation a priority for the new records room.



01

Records in Four or Five Areas

The previous location stored records across four or five separate areas. Files were kept on open shelving, in rotary files, in boxes, and in cabinetry.

02

Limited Capacity for Existing Files

The department had outgrown its available records storage before moving into the new building. They needed one system that could hold existing materials while providing additional capacity.

03

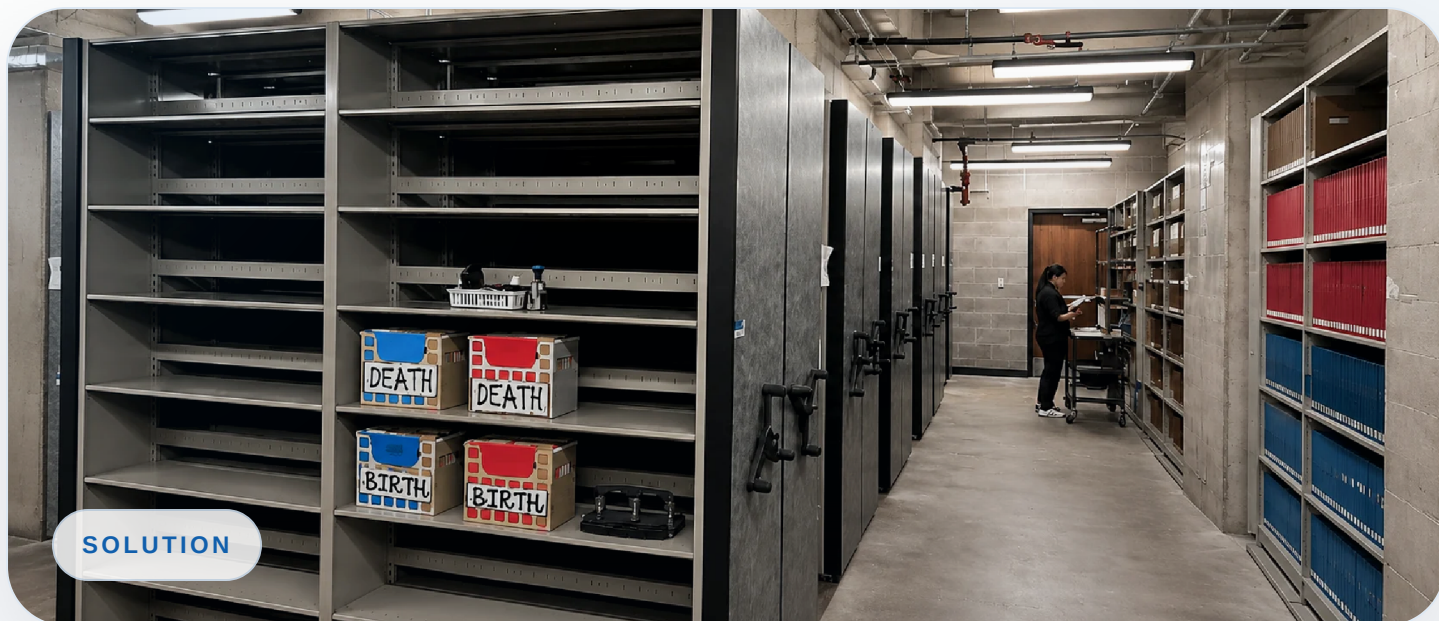
File Retrieval Required Multiple Stops

Employees had to search more than one location when they needed a file. The department wanted a centralized records room so staff could access utility billing files from one place.

THE SOLUTION

High-Density Mobile Storage Designed for Centralized Records Access

Southwest Solutions Group designed a high-capacity mobile storage system for the records room in the City of Amarillo's new municipal building. The Spacesaver high-density mobile system used mechanical assist operation with locking pins and was sized to hold the department's existing materials. The layout also provided about 40 percent additional capacity while bringing scattered utility billing records into one accessible location.



WHAT WE INSTALLED

Spacesaver Mechanical Assist Mobile Storage

Southwest Solutions Group installed a Spacesaver high-density mobile storage system with mechanical assist operation and locking pins. The system was configured for the Utility Billing records room in the city's new facility.

WHY IT FIT

A Layout Built to Consolidate Existing Records

The department needed to move files from open shelving, rotary files, boxes, and cabinetry into one storage system. The mobile storage layout helped the city use the designated records room more efficiently while accommodating current materials and future storage needs.

OPERATIONAL IMPACT

One Records Room for Daily File Access

After installation, the city loaded the records into the completed system. Employees could manage files and documents from one records room instead of searching across several storage areas, supporting faster retrieval and easier inventory.

Coordinating Mobile Storage Installation in a New Municipal Building

The city moved into the new space before the mobile storage system was ready, so records were temporarily operated from old shelving and cabinetry. Southwest Solutions Group moved boxed records and files in cabinets from the old building to the new building, then installed the high-density mobile system once it was delivered.

01 DISCOVERY & SITE SURVEY

Confirmed the Records Consolidation Requirement

Southwest Solutions Group worked with the City of Amarillo team to review the department's storage conditions, the designated records room, and the goal of moving files from multiple areas into one system. The prior working relationship with the facilities director helped the project focus on maximizing records capacity in the available space.

02 LAYOUT, POWER & DATA PLAN

Planned the High-Density Records Room Layout

A high-capacity mobile storage layout was developed for the new building's records storage area. The plan focused on fitting all existing materials into the room while providing about 40 percent additional capacity.

03 SUBMITTALS & APPROVALS

Procured the System Through Contract Pricing

The system was acquired through the Equalis contract GPO, which the project data notes had already been bid nationally. Once the purchase order was generated and the order was placed, installation proceeded on the expected timeline.

04 FABRICATION & DELIVERY

Moved Components Into an Interior Records Room

The longest system components had to pass through multiple doorways and turns to reach the interior records room. Because the facility was new, the installation crew protected floors and walls during delivery and staging.

05 INSTALLATION & TRAINING

Installed the System Without Damage to the New Facility

The Spacesaver mechanical assist mobile storage system was installed from March 17, 2026, through March 24, 2026. Training was minimal because many employees had already seen and used similar Southwest Solutions Group systems from prior City of Amarillo projects.

06 MAINTENANCE & SUPPORT

Established a Centralized Records Workflow

After installation, the completed system gave Utility Billing one room for records access instead of several storage locations. The centralized layout supports ongoing file retrieval, inventory, and records management within the designated storage area.

RESULTS

One Records Room for Faster File Retrieval and Easier Inventory

The project helped the City of Amarillo Utility Billing department move from fragmented records storage to one high-density mobile storage system. The documented operational improvement was faster file retrieval because employees could go to one records room instead of searching through multiple storage areas.

PRIMARY OUTCOME

Records Consolidated Into One High-Density System

The department moved records from several areas into one high-density mobile storage system in the new building. This gave staff a single location for utility billing file access and records management.

WORKFLOW

Less Searching Across Separate Storage Areas

Employees no longer needed to look through multiple rooms, shelves, cabinets, and boxes to locate a file. The project data identifies faster retrieval time as a key outcome because files and documents are now stored in one place.

ORGANIZATION

Simpler Inventory of Stored Files

Centralizing the records made file inventory easier because materials were no longer split between open shelving, rotary files, boxes, and cabinetry. The new mobile storage system created a more organized records environment for the department.

LONG-TERM VALUE

Additional Capacity Within the Designated Records Room

The high-density system accommodated the city's existing materials and provided about 40 percent additional capacity. That added capacity gives the Utility Billing department more usable records storage within the same designated room.



CUSTOMER FEEDBACK

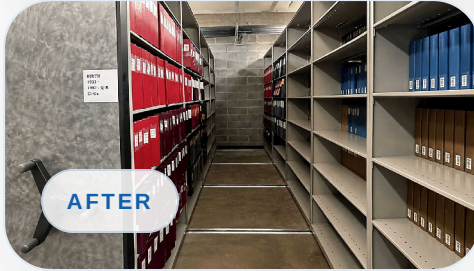
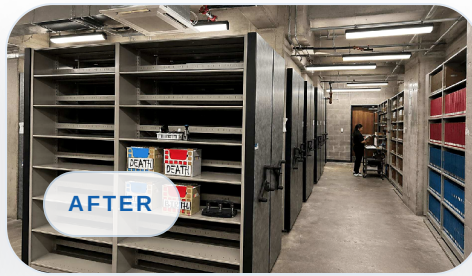
Southwest Solutions Group completely revolutionized the way we store and access our records. The project was efficient, diligent, and went above and beyond our expectations. Thanks to the hard work of Southwest Solutions Group, our records are more secure and organized for today and years to come.

Tom Gonzalez

Deputy Registrar

Before and After Municipal Records Storage

Before and after images show the transition from the prior records storage condition to the installed high-density mobile storage system for the City of Amarillo Utility Billing department.



READY TO SOLVE A SIMILAR PROBLEM?

Need to Consolidate Municipal Records Into One Organized System?

Southwest Solutions Group helps government departments plan and install records storage systems that improve access, organization, capacity, and space use.

If your files are spread across multiple rooms, cabinets, shelves, or boxes, our team can help evaluate your space and recommend a practical high-density storage approach.