

# Keeping Your Business Entirely Your Business

There is nothing more old fashioned than paper files packed into boxes and piled up in a dark unused corner of your office. How do you begin to tackle the huge task of bringing your records management system into the age of technology?

It's quite a daunting task; however, the folks at ACCESS Records and Media Management have turned it into a science after 20 years in business. ACCESS started out as Facs Records Center in 1983

*"Our business appeals to those who have to cut costs and streamline their operations"*

— Gail Gordon

barcode is scanned at each activity point. The item is delivered to the client's site within hours and is scanned there too. This tracking system allows for staff to instantly know where an item is located even if it has left the ACCESS warehouses.

"Because of our commitment to customer service we have established a very loyal client base," Gail says. "Our business



Gail Gordon and Richard Gordon



The Team at ACCESS

after being purchased by Frank Gordon and his family. The original facility was comprised of one 10,000 square foot building and five employees including the brother and sister team of Gail and Richard Gordon.

Now 20 years and a name change later ACCESS has grown to include over 60,000 square feet of working space and a team of twenty-three employees. Gail Gordon is Manager of Daily Operations and Human Resources while Richard Gordon is the company's

Business Development and Technologies Manager.

With over 500,000 boxes, files and digital media devices in storage and growing by more than 40,000 new boxes of documents each year, ACCESS has adapted by implementing a sophisticated system of networking, scanners and barcodes. "Nothing moves without being scanned," says Gail Gordon. Every item in the facility is assigned a unique barcode. When a client requests to have a file returned to their office, that

appeals to those who have to cut costs and streamline their operations. This is why we use technology on a daily basis to save our clients time and money. We can export detailed reports from our main system into a spreadsheet and have it in our clients email box within minutes," says Gail.

"Our software also enables us to tailor our services to meet each individual client's needs" adds Richard, "ultimately it puts the control in the hands of our customers." Clients can manage the

destruction of items in storage with retention scheduling, a widely used feature of the O'Neil software used by ACCESS. On a monthly basis over 50,000 pounds of paper are shredded through ACCESS Records and Media Management.

ACCESS clients are also concerned about managing confidential information in their office such as printed emails, discarded bills or receipts. A unique service has been developed to do just that. ACCESS "Destruction Box Service" allows clients to ensure these items are shredded in a manner that is efficient and cost effective. ACCESS recognizes that every client has a unique situation. Some may need to shred a high volume on a regular basis and some clients may only need to shred once a year. "Destruction Box Service" adapts to meet each customer's needs.

Confidence in ACCESS is evident; the steady growth over the last twenty years is proof of that.

"Our client list is extensive and includes major public and private sector clients. That list is confidential, however, confidentiality is very important to our clients," says Richard Gordon. More and more people are concerned about the security of their information. ACCESS takes the time to ensure that information stored on site is safe and locked away. Staff enters the facility by using magnetic key cards and unique codes. The security system is quite substantial and includes closed circuit video surveillance. "If security and confidentiality are of a concern, this is the place to be" says Richard.

ACCESS Records and Media Management is proud to serve the Victoria and Vancouver Island business community and look forward to continuing relationships developed along the way. With such a dedicated and focused team providing the best in records management services, ACCESS is eagerly awaiting the next 20 years.



## Voila...Business As Usual

**When your computer systems fail you lose valuable data.**

System failures due to viruses, fire, flood or theft not only cost you time and money but there is also the potential for loss of past and future business. That's why you back it up, so that you can restore your information and Voila—

business as usual. But what happens if your backups are also damaged? What if there was no Voila?

**ACCESS** provides an environmentally controlled media vault for your backup tapes, source code, disaster plans and so on. Protected by our general security systems as well as a 2000 lb combination lock vault door, we can ensure your data is secure. In the event of an emergency our staff is available to get your items to you fast- even in the middle of the night.

**ACCESS** won't just store your data; we'll deliver the Voila too.



# ACCESS

Records & Media Management

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