



ARMA Liberty Bell Chapter

February 21, 2019

Records Management or Records Storage?

What is your Vendor?

Dan Quinn



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AGENDA

1. RIM Experience
2. Chronology of the Commercial Record Center Industry
3. The Pierce Leahy Story
4. Iron Mountain/Pierce/Recall Mergers
5. Commercial Records Center's Role
6. Commercial Record Center Challenges
7. What Can You Do?
8. NAID & Prism International



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RIM Experience

- Employed at Pierce Leahy for over 20 years from file clerk to Marketing Executive
 - Directed Sale and Development for Lifecycle Software Application (RecordMinder)
- Business Unit Records Manager at NewsCorp – New York
- Record Administrator for the Philadelphia Federal Reserve Bank
- Manager Information Governance at the Judge Group
- General Manager and Vice President for GRM Document Management
- Senior Vice President at 2-20 Records Management
- Business Development for Document Management at Atlantic Tomorrow's Office
- Legal Records Manager for JP Morgan – New York



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Commercial Record Center Timeline – Industry Growth

1930	1940	1950-1960	1970-1980	1990-2000
<ul style="list-style-type: none"> • Paper Explosion in Gov't and Private Sector • National Archives –1934 • No Retention/No Disposition • “Pentagon Record Center” - FDR 	<ul style="list-style-type: none"> • Records Disposal Act – 1943 • General Schedules <ul style="list-style-type: none"> • Disposal • Emmitt Leahy • Business Archives 1948-The First! 	<ul style="list-style-type: none"> • CRC's operate primarily in Major Cities in the Northeast • Single Facilities • Moving and Storage • Inactive Records 	<ul style="list-style-type: none"> • Industry Growth <ul style="list-style-type: none"> • ACRC • Word Proc/ Computers/Printers • Expensive Office Space • Federal/State Reg • Bar Code Technology 	<ul style="list-style-type: none"> • International Growth • Acquisitions • Vaults/Electronic B/U • Perm Withdraw Fees • Additional Hostage Fees

The Primary Solution for the Industry was built around solving a Storage Problem!



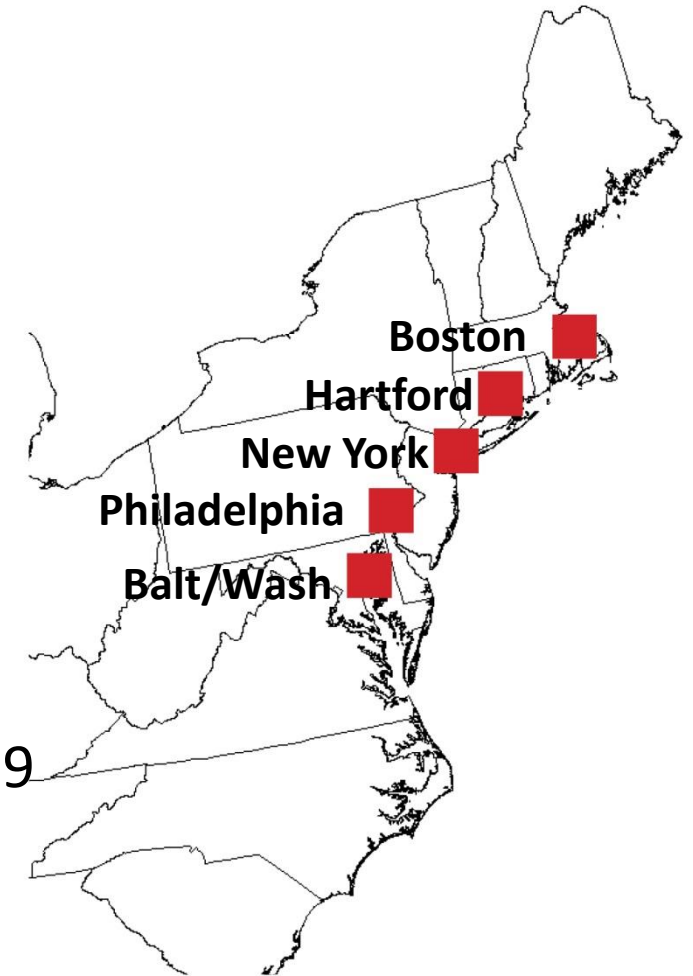
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The Pierce Leahy Story – Records Management Solutions

1969-1989

- Evolved from a Filing Systems and Equipment Company
 - Sold Lifecycle Records Management Programs
- Provided Computer Reporting from Day 1
 - Box and File Listings
 - Online Order Entry by 1985
- Revenues Reached \$1 million in 1978/\$20 million by 1989
- Quickly became an industry leader on the East Coast
 - Founding ACRC Member in 1980



“Building from the Ground up”



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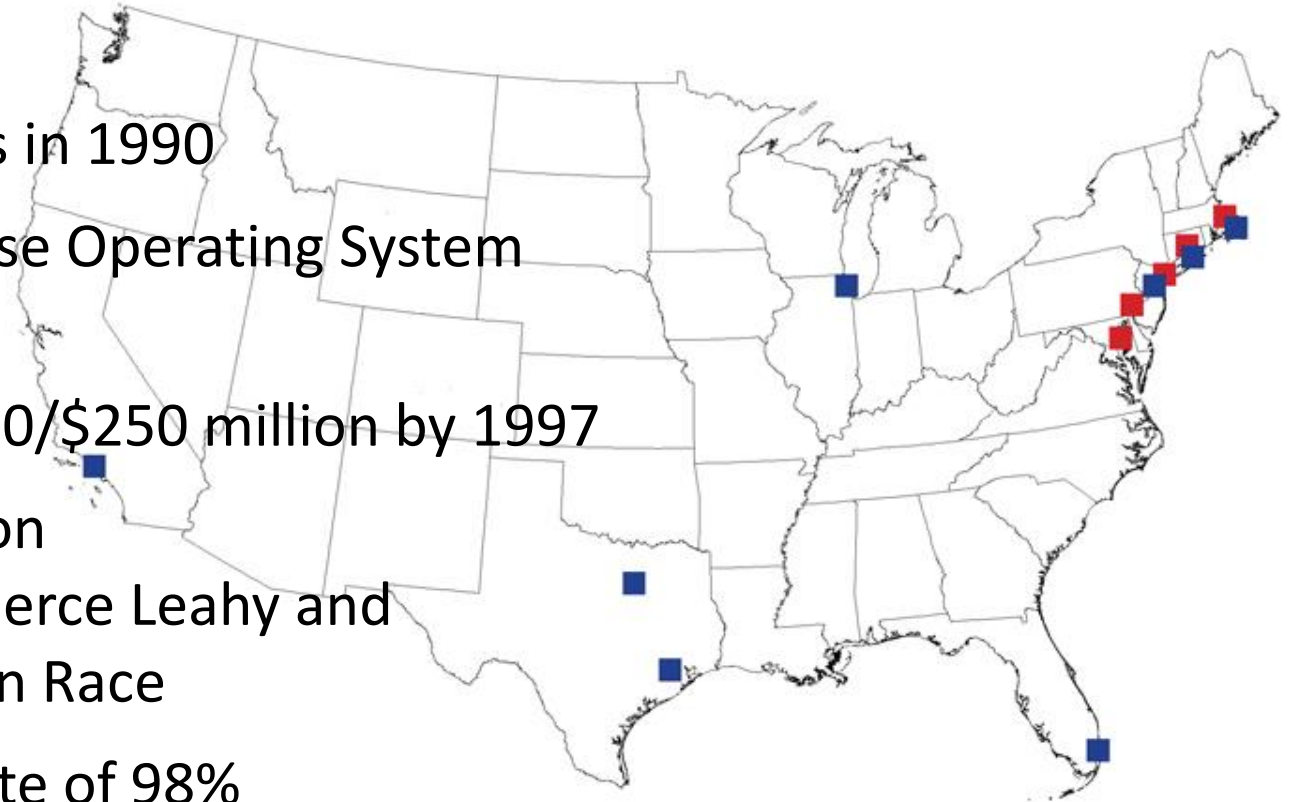
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The Pierce Leahy Story – Records Management Solutions

1990-1997

- Merged with Leahy Business Archives in 1990
- Developed and Deployed an Enterprise Operating System
 - Pierce Leahy User System (PLUS)
- Revenues Reached \$40 million in 1990/\$250 million by 1997
- Growth from Ground Up to Acquisition
 - Like the U.S./Soviet Arms Race, Pierce Leahy and Iron Mountain were in an Acquisition Race
- Maintained a Customer Retention Rate of 98%





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The Iron Mountain/Pierce Leahy/Recall Mergers

2000-Present

- In 2000, the largest CRC's Merge to become a \$1 billion worldwide company
- In 2016 Iron Mountain merges with Recall
- Today Iron Mountain has a 10.5+ Billion Market Cap
- There are approximately 600 Commercial Record Centers
 - Similarities with Software (O'Neil and DHS) allow smaller vendors to compete
- Partnerships with Consortiums Records Centers allow for National Partners



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Commercial Records Centers Role – Records Management

Records Management makes the right information available to an organization at the right time and place, and at the lowest possible cost while protecting it against civil and criminal liabilities.

Benefits

- Improve accessibility to information
- Improve employee productivity
- Improve customer service
- Reduce liability
- Reduce record volumes
- Reduce costs



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Commercial Records Center Challenges

- “Nickel and Dime us to Death”
 - What used to be a Simple Price Sheet is now Multiple Pages with Addendums on the Company’s Website
- Permanent Removal Fees – “Holding Us Hostage!”
 - Dramatic Rise in Costs over the past few years
- “Invoicing Matching Services”
- Personnel Changes – Company and Vendor
 - Affects Service and Cost Increases



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What Can You Do?

- Negotiate!
 - All Prices Are Not The Same
 - Eliminate Minimum Storage Fees
 - Eliminate Administration Fees
 - Eliminate or Reduce Permanent Withdraw Fees

- Review
 - Contract
 - Consult Users

- Demand Account Management
 - Visit Facility

- Follow Retention Policies – Reduce Volumes!



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NAID and PRISM International Merge

Did you know?

NAID® and PRISM International™ are proud to come together to offer comprehensive information lifecycle management under the auspices of the newly formed International Secure Information Governance & Management Association™ (i-SIGMA™).

Four Pillars of Records and Information Management

1. Physical Records and Information Storage,
2. Data Protection and Media Vaulting,
3. Digitizing and scanning
4. Confidential Records and Information Destruction services.



i-SIGMA Code of Ethics

Members of i-SIGMA agree to:

- Identify and fulfill the terms and conditions of our contractual agreements in good faith.
- Respect the confidential nature of the customers' records and maintain appropriate protection to prevent any disclosure of such information except when required by law.
- Implement best practices and quality control to keep facilities, employees, controls, and procedures compliant with regulations.
- Remedy misleading or false information without unnecessary delay.
- Refrain from engaging in, nor allowing the use of, statements that are false, misleading, incomplete, or likely to mislead consumers or members of the public.
- Invest continually in improving industry knowledge, resources, practices, products, and services.
- Facilitate peer education and participate in information exchanges among members to advance and improve the industry.
- Uphold and improve the integrity of the industry by affirmations of truth, fairness, and professional conduct.
- Never mislead the customer or the public by representing general paper recycling as a form of destruction.
- Never mislead the customer or the public by representing self-storage as a form of responsible information management.
- Abide by Federal, State, and local laws and regulations.
- Abide by, and be subject to, the Bylaws of the Association.



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Questions?