

The New Access

Access and RetrieveX merge to form nation's largest independent provider

Together, the Very Best

Annual theme for 2013 focuses on collaboration and commitment

Winter 2013

Access Explorer

Respect
Teamwork
Commitment
Empowerment
Collaboration
Integrity
Unity
Exc
Qu
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Our Mission

To lead the records and information management industry by providing our clients the very best service.

My Commitment

I am committed to do my very best and empowered to do the right thing.

I am responsible for my performance as a key member of a team dedicated to your satisfaction.

I will join my company in contributing to our community.

Exemplified by Boston Transportation Specialist Jeff Reyes who delivers not only records but a winning smile, too, every day.

Access Explorer

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On the cover:

Rebranding of all former-Retrievox facilities is underway. Central to the new designs is the inclusion of our company's core values on freshly-painted blue and orange office walls to act as constant reminders to every Access Team Member.

Access Boston - Peabody, MA Facility





Letter from Access CEO Rob Alston

It has been only three months since the merger of Access Information Management and RetrieveX, but the benefits of this major event are already being felt both within our organization and for our clients.

I shared with you in October, The New Access is now stronger, more agile and more capable than ever before. As part of this merger, we created a new clear and succinct mission that our Team Members embody for your benefit everyday as they are empowered to do their best for you: To lead the records and information management industry by providing our clients the very best service.

We are moving ahead quickly to bring these two great companies together under our dramatic new brand. Already, many of our vehicles bear the new look as do our records containers, forms and online presence. Our Team Members are being re-outfitted in entirely-new blue, khaki and orange clothing. Our new corporate website is taking shape at InformationProtected.com, while we have now established one toll-free number for your convenience when calling us. In addition, new and engaging educational resources are being developed to ensure that we are working with you in the most efficient ways. The *Access Explorer* is one example - I am hoping you enjoy our new quarterly newsletter.

In the fourth quarter of 2012, we acquired several other companies beyond RetrieveX. We welcome our newest clients from Adams Data Management, Georgia; Filing Source, Imaging Source and Destruction Source in Jacksonville, Florida; Sheeler Records Management in Ventura, California and FileSafe, adding to our new Jacksonville presence.

Thank you for your business. Kindly contact me with any concerns, comments or suggestions you may have, especially ways in which we can improve our service to you.

Rob Alston, 925.461.5352 X 202 | ralston@accesscorp.com



Access Solutions

Records and Information Management

Securely-protected records management on specially designed shelving in state-of-the-art record centers that includes indexing, inventorying, online access, retrieval and delivery services upon demand, as well as records destruction in accordance with the customer's records retention schedule.

Office Records Storage

Access records management programs offer both boxed records storage and open-shelf file storage. More than 70 million boxes and files are currently stored in our secure record storage facilities, all barcoded for easy tracking and retrieval.

Medical Records Management

Innovative and comprehensive medical records management solutions for the ongoing maintenance of patient records, x-rays, films, CDs, tissue blocks that are all HIPAA compliant.

Digital Access Solutions

Electronic content management includes the conversion of paper-based originals to a digital format as an alternative to the paper-based archiving of business records as well as the scanning and imaging of groups of archived original paper based documents that are identified from time to time as requiring more consistent or active retrieval.

Off-Site Media Vault

Access Media Storage offers highly secure off-site protection and preservation for all forms of media, as well as for highly sensitive or confidential documents.

Magnetic Media Tape Storage

Tapes, disks, reels, microfiche, CDs and other forms of media require very specialized records management guidelines and storage. Access Off-Site Media Vault ensures the critical data your business will need to continue to operate successfully will be available if a disaster should occur. It includes the physical storage of media in a records storage environment that offers enhanced protection to this business critical data as well as specially developed rotation and delivery services.

Vital Document Storage

With today's concerns about disaster preparedness and recovery and confidentiality, the businesses as well as the legal community face new challenges in protecting client records, including wills, trusts, and other vital documents. The Access Valuable Document Storage Solution provides the very best off-site safety and security.

Secure Destruction

Access offers shredding services of confidential business documents as part of a complete records management program and as required both by various government regulations such as FACTA, HIPAA, and sound business practices.

Learn more, call 1 877 FileLine today >

Access

Information Protected.



Preparing Records for Storage

Offsite record storage companies offer a great benefit to businesses that have an excess of inactive or semi-active documents in the office that, although not needed daily, must be retained for specific periods of time. Before sending these records to a facility for storage, businesses should organize them efficiently. Organizing, classifying, and sorting documents are important tasks in the preparation of documents for offsite storage.

After the appropriate records to be sent to offsite storage are identified, they need to be sorted using key descriptors of the type of record and subject. This will help keep them organized, which will benefit those who inevitably need them again. They should also be separated by retention periods.

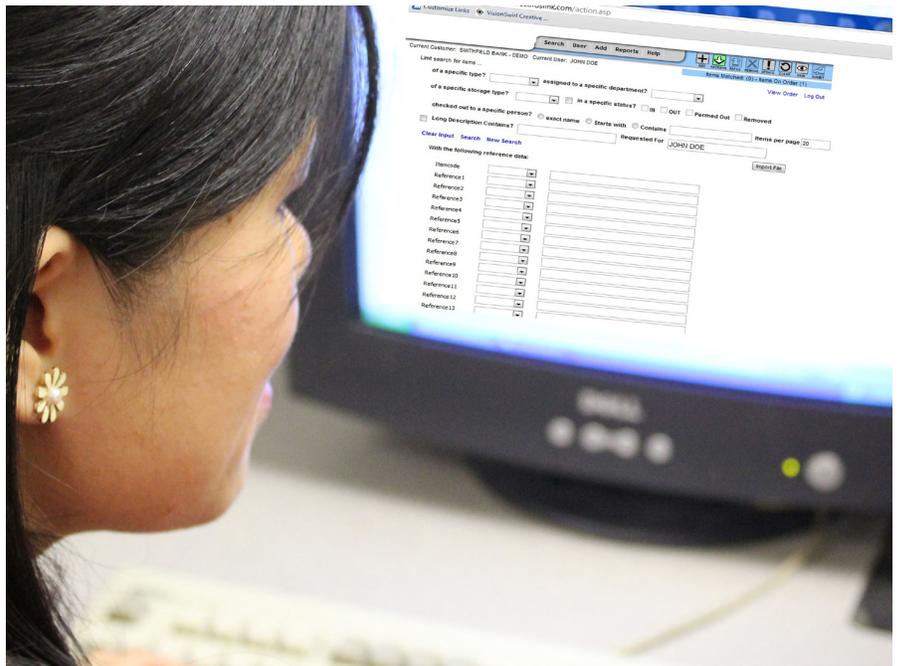
For example, it wouldn't be prudent to store records that are due to be destroyed in one year with records that must be retained for another seven years.

To ensure that all records are organized by retention date and function, it is important to label them accurately. Spending the extra amount of time preparing records and checking label accuracy can save a tremendous amount of time later down the road when they are delivered back to the office.

Labeling includes adding a destruction date. Although records may be labeled accurately with dates pertaining to their information, they may have different retention schedules. Two records from the same month and year may not be scheduled for the same destruction date.

It is imperative for companies to not only review all of their documents before storing records, they should also review documents when they are in storage to insure they are destroyed when eligible. This will help determine exactly what records should be kept and eliminate any ineligible files that are past their retention date, helping to reduce costs. It is important to ensure that money and resources are not spent to store records that no longer need to be retained.

Access can assist with the organization, sorting and classification of records, whether you are preparing documents for storage or already have documents in storage. Proper classification and organization will assist businesses in locating records when they are needed, whether for day to day functions, or urgent business circumstances.



Companies Must Keep Track of Their Data At All Times

Today, businesses are managing more data than ever before. This is beneficial because companies are finding innovative new ways to harness this information and implement it into revenue-building strategies. Customer engagement generates vital data which can be incorporated into valuable reports and documents, but many companies are struggling to make the most of their information because they don't know where it is.

According to a study conducted by PricewaterhouseCoopers, only 35 percent of organizations keep an accurate inventory of pertinent customer data and only 31 percent know where their data is located at all times. Much of this information is digital, which may be the problem.

Adding context to data is imperative because it allows companies to make well-informed business decisions. Reporting on information is the best way to do this, but as businesses print page after page of documents and spreadsheets, they must find a place to store these records.

Elizabeth Hall, senior Web editor for the online publication Business Management Daily, said in a recent article that any record disorganization could have severe consequences for a company.

"You may be able to live with the mess, but what will happen if you need to get your hands on an important document one day?" Hall asked.

Organizations can only realize their data's potential if it is managed properly and efficiently, and managed data is only helpful if it is organized and decision makers can keep track of it at all times. Reports can be more cumbersome than conducive if they are not stored properly.

Working with Access can help companies keep track of their records and incorporate data into effective business strategies.

For more, visit the Resource Center on InformationProtected.com >



Leadership Summit Launches The New Access

With the theme, *Together, the VERY BEST*, the first annual Leadership Summit for the newly-combined Access Information Management and Retrievox companies was convened in Boston on November 12, 2012. For the first time, general and branch managers from all markets now served by Access came together with Access executives to both celebrate the merger of these two, great companies and to plan the future of what is now the nation's largest independent records and information management provider.

The meeting's "together" theme has been adopted as the company's annual theme for 2013, emphasizing the successful integration of the two formerly separate companies, reconfirming its new mission to be "the very best", and the collaboration that will be fostered between The New Access — including every one of its Team Members — and its now doubled-in-size client base.

While together, Summit attendees reviewed best practices that have emerged over time at both Access and Retrievox and strategized ways to implement the *very best* into all operations going forward, all in recognition of the mandate to provide ever-improving service to clients.

A highlight of the four-day meeting was the opportunity to tour the two main facilities located in Peabody and Danvers, MA. For two hours, the Leadership Team Members walked the two campuses, listened to presentations by department experts and discussed best practices while getting their first look at a newly-branded operation.



Medford, Oregon Operations Supervisor Debi Friez and Indiana General Manager Joe Halbig



Washington DC General Manager Terri Peer and Corporate Director of Safety and Security Compliance Cheryl Pearson



Access Chief Operating Officer Nate Campbell sports his flashy orange Nikes to both complement his new Access polo and reconfirm the company's commitment to its bright new uniform apparel.

The shoes were first worn by all Access Team Members manning the company's ARMA Conference Booth in Chicago and were, to say the least, a big hit.

On Tour in Boston



New England Client Care Manager Jean Mackie shares Boston Team statistics



Boston Transportation Manager Jimmy Guy and Account Manager Steve Brown discuss dispatch logistics



Tour Group is welcomed to Boston's Peabody Facility for their hour-long review of the operation

First Team Competition at The New Access

In addition, as part of the Summit the group reviewed each Access operation's submission to The New Access' first Team Competition. Immediately following the merger that doubled the size of the team, each operation was challenged to use the newly-branded elements that had been presented to them on "Day One": bright-orange We Are Access T-shirts and the new-Access-logo banners complete with a word cloud outlining the basic tenets of the new company's values.



Team Hawaii won First Place - Video with its submission of video and theatrical trailer that portrayed the beauty of Hawaii as a backdrop to defining the company's new mission and commitment followed up by their Team Members adeptly dancing Gangnam Style while wearing masks of all the executive staff.

The creativity many of the teams exhibited was nothing short of amazing. From videos complete with theatrical trailer, to a recreation of the new Access logo made of real Access Team Members, to cleverly incorporating local landmarks either in video or still photographs, everyone participated and clearly had lots of fun assembling their contest submissions.

It was no easy task for an executive committee to select three winners from among the two dozen submissions. But, in the end, it's hard to beat portraying your bosses as "Gangnam Style" dancers.



Team Las Vegas won First Place - Best Use of New Access Graphic Elements. Engaging each of the operation's Team Members in proclaiming the company's mission and commitment, Team Las Vegas took their show on the road to a local landmark recognizable worldwide.

Watch Hawaii's *New Access Contest* video at Information Protected.com/contestvideo >



Team Boston won First Place - Graphic Identity

This entry took some interesting skill to achieve: Team Members were carefully positioned on the Record Center floor while the photographer took pictures from his perch on the third level of racking. This graphic surely reflects the "young and fun" attitude that pervades Access and will be included in many company collaterals now as evidence of the fact that Access Team Members truly believe in the "WE are Access" rallying cry!

Ray Barry and Shaun Stevens Join Leadership Team

October 31, 2012 – Ray Barry has joined Access as Vice President of Sales for the Eastern Region. Prior to joining Access, Ray served as the President of Total Training Services where he shared sales and records and information management industry best practices with professionals nationally. With nearly two decades of sales management, marketing and training experience behind him, Ray will now lead a team of high energy Access sales professionals toward success.



Ray is also the Past-President of NAID and has maintained an active role in the organization, including a seat on the NAID Board of Directors for the past seven years.

“I am very excited to be a part of the great, dynamic team here at Access,” Barry said. “This is a company that has certainly gotten my attention over the past 18 months as a clear leader in the industry. I am ready to help take Access to new heights.”

“Ray Barry is a welcomed addition to the Access management team,” said Nathan Campbell, Access’ Chief Operating Officer. “Over the last six months, the number of Access locations and clients has more than doubled, increasing our need for additional sales and account management expertise. Ray has the background and experience we need to drive sales processes and account management program improvement; delivering better communication and support to Access clients and prospects, nationwide.”



October 23, 2012 – Shaun Stevens joined Access as Vice President of Client Experience. Shaun has over twenty years of experience in the records management industry, focused on business development, marketing and operations. Most recently, Shaun has held roles in sales, operations and business development within the industry. Shaun began his career as an information management practitioner, focused on data protection services. His subject matter expertise, experience and leadership abilities led to a number of marketing and

operations-related executive positions with many leading records and information management organizations.

Steven’s new role with Access includes development and implementation of client-focused programs, including improved customer care and account management processes, new client feedback portals and the launch of a new user group network. Stevens will work closely with Access clients and managers to identify and address areas of improvement for client experience.

“I am proud to join the Access team during such dynamic growth,” said Shaun. “Access has set the bar high for continued growth and client commitment and I look forward to building new programs that will increase the level of communication between clients and team members and then using that feedback toward process improvement.”

“I have wanted to work with Shaun for years,” said Rob Alston, Access’ Chief Executive Officer. “His background and industry knowledge make him an ideal fit to help us deliver valuable, new client-driven products and services. In support of Access’ ongoing customer commitment, Shaun will guide the further growth and improvement of client relations, throughout the nation.”

Watch for expanding client tools and systems as part of Shaun’s team’s focus in providing the *Very Best service*. Contact Shaun at sstevens@accesscorp.com.

To read the full press releases, visit News on InformationProtected.com >

Access Expands in Georgia and Enters the Jacksonville Market

October 24, 2012 – Rob Alston, CEO of Access, announced today the company’s acquisition of Adams Data Management, the largest independent records and information management services provider in Georgia with facilities in Tucker and Gainesville.

Alston explained, “Access has long enjoyed and benefitted from its presence in the Atlanta market. With our newly expanded team in Atlanta we are committed to providing the former Adams clients with the very best records and information management services possible including both paper-based records management as well as comprehensive digital solutions, off-site media management and secure destruction services.”



December 18, 2012 – Rob Alston, CEO of Access Information Management, announced today the company’s acquisition of Filing Source, Inc., Shredding Source, Inc. and Imaging Source of Florida, Inc. The three combined records and information management companies represent the largest independent industry provider in the Jacksonville market serving many of the area’s most prominent government, healthcare, financial and legal organizations.

With the acquisition, Access now serves three Florida markets including Orlando and Tallahassee.



Many have often said, “I recognize that name.” Clearly, the thousands of motorists who pass the former Filing Source headquarters facility on I-95 have spotted the 40’ long lighted sign that is always clearly visible. Thousands will soon be impressed with the bright blue and orange Access logo that will soon take its place.

Now Available in 27 U.S. Markets and in Costa Rica



Introducing ^{the new} Access

Access can now provide service to you in markets where you may require service but in which we had no capability until the creation of The New Access in October 2012.

Talk with us about the wonderful new possibilities — and the significant advantages of — using a single provider across the multiple cities in which you do business.

To review a complete list of Access locations, visit Locations on InformationProtected.com >

To learn more about Access - Retrievox / Costa Rica, visit our Spanish language site at Retrievox.cr >

Operations in 20 States and 27 U.S. Markets

- Alabama
- Arizona
- California
- Connecticut
- Florida
- Georgia
- Hawaii
- Illinois
- Indiana
- Massachusetts
- Nebraska
- Nevada
- New Jersey
- New York
- Ohio
- Oregon
- Pennsylvania
- Washington
- Wisconsin
- Virginia

and in Costa Rica

UPCOMING EVENTS

2013 Annual NAID Conference

Tune In For Success

March 22 - 24, 2013

Gaylord Opryland, Nashville, TN

Access Vice President Ray Barry is scheduled to speak at the Conference.

The AIIM 2013 Conference

March 20 - 22, 2013

New Orleans, Louisiana

2013 Annual Conference & Exposition Association of Legal Administrators

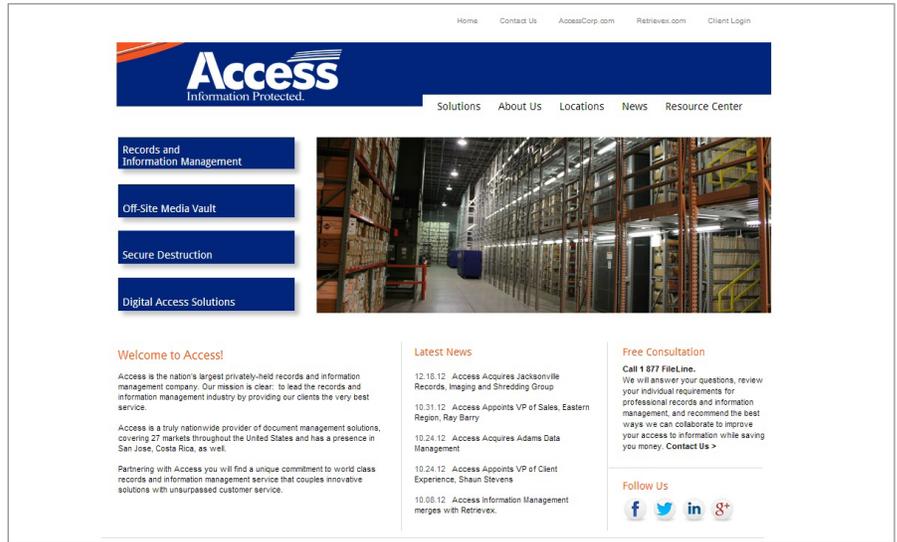
April 14 - 17, 2013

National Harbor, Maryland

Visit Access at Booth 326 / 328!

COMMUNICATION UPDATES

New Access Corporate Website is Launched



InformationProtected.com Home Page

Find the all-new Access corporate website at www.InformationProtected.com/!

The site continues to provide access to the legacy Access and Retrievox corporate websites, should you find that necessary.

Coming in mid-February, this new site will incorporate enhanced functionality to display quickly and efficiently on your mobile devices, too. Several additional enhancements will occur at that time: visitors will be able to learn more about and see photos of each Access location by a click on the master locations map, and review informative case studies by industry, among other things.

For today, review the new Client Login page that provides direct access to client inventories for both long-time Access clients as well as those who have come to Access from the Retrievox merger.

While online, check out the Resource Center where you will find information about upcoming educational opportunities and links to related sites.

What do you think of the new site?

Let us know if the new Access website is helpful and meets all your current needs.

Go to InformationProtected.com/myopinion >



Access has an all-new social media presence. Shown here is Facebook.com/InformationProtected



Follow, like and connect to Access using your favorite social media sites >

Not just another pretty face.

Sure, The New Access brand graphics make this the best looking letter/legal records container around, but it's the *very best service* behind it that makes it really special -- from the new leader in information management: Access.

And now is the very best time to stock up on these beauties for your end-of-year file reorganization and preparation for relocation to accessible storage*.

Order today online or call your local Access Client Care Representative at 1 877 FileLine.



* Actual container color and/or graphics will vary until The New Access brand is fully deployed in all markets.

Reduce. Reuse. Recycle.



Access
Protecting our environment, too.

InformationProtected.com/green



Until February 15, 2013, take 15% off all one-time shredding services or receive significant discounts on an agreement for recurring services.

Don't delay. Contact your local Access Client Care Representative today at 1 877 FileLine. Mention PROMO CODE "Shred15".

**15%
OFF**

**Secure
Document
Destruction**



1 877 FileLine InformationProtected.com

ITEMS TO DESTROY: PAPER PRODUCTS ONLY
Office Paper, Colored Paper, Folders
(Items may include staples and paper clips)
ITEMS NOT ALLOWED: NON-PAPER PRODUCTS
Medical Waste, Heavy Metal, Media, CDs,
Discs, Binders, Liquids, Carbon Paper



CORPORATE HEADQUARTERS
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ROUTE TO...

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Download the *Explorer* and share it with your colleagues! Go to *InformationProtected.com*, click on *Resource Center*, then click the *Quarterly Newsletter* link.

Or, grab a download to review later on your mobile device by scanning this QR Code:



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Records and Information Management | Off-Site Media Vault | Secure Destruction | Digital Solutions

