

individuals and businesses with a high risk of nonpayment, a business is in a better position to make money—and not lose it.”

Roberts adds: “The most important point to remember—locks and security controls are primarily designed to keep your friends and employees honest. Many people would view that as a harsh statement—unless they’ve spent 36 years investigating thefts.” All

On the Record

So much for that much-hyped paperless workplace. Today, medical records, lawsuits, insurance settlements, tax liens, bank account transactions and confidential records of all kinds require a secure “home,” whether they have served their purpose or not. For many Valley hospitals, law firms, banks and accounting firms, millions of documents require constant security. And many of those have turned to Phoenix-based Record Center Innovations, (RCI) which has a 85,000-square-foot facility with 24-hour perimeter and interior surveillance guarding more than 4 million documents at any given time.

In this unregulated industry, confidentiality, security and technology are essential in the booming records management, document storage and destruction industry. “Anyone can store a box or a file, but the process to find a file and deliver it securely and expeditiously to the client is what is critical,” says Jurgen Achterfeldt, president and CEO of RCI. “Ninety percent of our business comes from our competitors. We get and keep that business by proving empirically that we have the document that we say we have, and by having the technology in place to reduce the human error factor when the time comes to retrieve that document.”

➤ www.recordcenterinnovations.com



Kevin Lewis, President

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