

De Pere company keeps records safe for area businesses A.R.M.S. equipped for technological changes

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Eric Haas is president and chief executive officer of Automated Records Management Systems. H. Marc Larson/Press-Gazette

City of residence: De Pere

Business / job: A.R.M.S. Inc. - Automated Records Management Systems, Inc.

Background: 15 years sales/management experience in corporate America before I purchased this business three years ago

Best business advice you've received: "You will get out of business what you put into business."

Best business advice you'd give: "Relationships are the foundation of business, embrace them."

ERIC N. HAAS

The Green Bay Press-Gazette visits with newsmakers each week in its Monday Conversation feature. This week, Eric Haas, owner of Automated Records Management Systems, talks about his business and the need for businesses to protect their records.

Q. What is Automated Records Management Systems? How many are employed there?

A. A.R.M.S. Inc. is "Information Management from Inception through Destruction." We are a full-service commercial records center with 50,000 square feet under roof. We are in several sectors of the information management lifecycle:

On the hard copy side of the business we help our clients manage their records off-site — active, semi-active and archive documentation.

We also facilitate digital document management as an imaging service bureau, where we scan and index documents electronically for customers with the ability to provide them back into their document management software suite or via CD or house them on off-site servers. We also provide scan on-demand services for our hard copy customers who may be in need of digitizing documentation.

We provide back up and disaster recovery services in an off-site vault for our IT customers doing scheduled rotations of back-up tapes, and providing disaster recovery partnerships to applicable hot sites.

With our software suite we provide the audit control and real time and historical inventory that our customers need for today's small business and corporate environments. We also facilitate electronic online backups for customers.

We provide AAA NAID certified mobile on-site security destruction services, shredding documents for customers at their businesses either on a scheduled or nonscheduled purge basis. We also provide degaussing and destruction services for hard drives and all other types of magnetic media such as computer tapes and discs.

Our climate controlled couriers run 24 hours per day 7 days per week and are GPS monitored. All employees are random drug screened and random background checked to provide optimal security for our customers.

We currently have 24 full- and part-time employees.

Q. Why is information management and protection important for your clients?

A. Information management and protection can differ for the customer based on the policy an individual business has, corporate governance or state and federal guidelines that a business may be under, such as Sarbanes-Oxley legislation for publicly traded companies. Our management and the power of our software suite provide our customers with an audit trail in these respects. As far as a disaster recovery partnering, our clients keep resources, such as manuals, DR plans, back up supplies in case of disaster.

Q. Technology is rapidly changing. What are the major changes in how A.R.M.S. works with data today compared to when the company started?

A. When the company started everything was by spread sheet, first paper and pencil, and evolving to rudimentary data processing. Today, we incorporate industry specific technology for our records center, document management, vaulting, and secure shredding that are extremely robust and provide not only management, but extensive reporting and audit control for our clients.

Q. What is on the horizon in terms of technological advances for records management?

A. The latest trend that may be undertaken within the industry is RFID, or Radio Frequency Identification. Trials are being done, but at this juncture the fail rate of the RFID sensors is unacceptable to gain significant momentum within our industry in use for tracking. In the future when cost effective tags that have a less than 1/10th of 1 percent fail rate are produced the mechanism may come into reality for the industry.

Q. You also provide document destruction services. Why is that important? How is that handled?

A. Our secure document destruction service is provided to our customers on either a scheduled bin basis (locked totes or consoles supplied at our customer's place of business that are serviced on a normalized schedule) or on a purge basis (customer clean out of many boxes of documents). We at A.R.M.S. have taken the process to the next level with barcode scanning of bins and totes that give historical data and audit control to our clients.

Q. What else should people know about A.R.M.S.?

A. We service a very wide area going south to Fond du Lac and Sheboygan, north to Sturgeon Bay, Marinette, and Menominee, and west into central Wisconsin and all points in between. We also market new back up tapes and supplies to our IT customers that will be input into the system for them for ease of use.

— **Compiled by Bob Van Enkenvoort/Press-Gazette**