

# Record Center

## Want Security? Go Underground.

On the night of April 4, 2008, a tornado ripped through the metro area of Jackson, Mississippi, severely damaging a local records storage center. Just down the road, inside Xerox's underground Record Center, all was quiet, safe and secure – with no damage or interruption in service.



In fact, once the storm passed, our personnel were back on the road, delivering backup media to their clients right on schedule. Clients were amazed that they had access to their records immediately after a storm of that magnitude.

For us, it was business as usual.

## Our Nationally Recognized Archival Facility

Founded in 1962, our Record Center is a nationally recognized archival facility dedicated to storage, protection and retrieval of vital documents. Many of the nation's top-ranked banks, businesses, government agencies and healthcare providers entrust their documents to us.

They enjoy benefits that include:

- Secure, climate-controlled underground storage facility
- On-site, on-demand retrieval and scanning capabilities
- System backup and media rotation
- Collaborative, client-specific solutions
- Industry-leading technologies and applications.

### About Xerox

Xerox is a \$23 billion company and the world's leading enterprise for business process and document management. The 140,000 people of Xerox serve clients in more than 160 countries.

## Storage and Protection

Our state-of-the-art facility covers 600 acres. Its 60 underground storage vaults are designed to provide the ultimate in secure storage and protection of vital records. And the facility electronically controls and continually monitors paper, microfilm, magnetic and optical media.

## Retrieval

We offer both traditional and electronic retrieval services (digital imaging technology). Complete system backups to tape or magnetic media are also available for daily rotation back to you. Our retrieval services include:

- Web-enabled applications
- Point-to-point connectivity
- Custom-designed systems
- Disaster recovery
- Real-time status of requests
- Virtual private networks
- Full or partial outsourcing

## Storage

Each storage vault is a self-contained unit, so media can be categorized according to unique environmental requirements. Our vaults meet all requirements of NFPA Class I, as well as the equivalent protection of an NFPA Class A Fire Rating, four-hour minimum rated facility. Among their features:

- Underground vaults of poured concrete with reinforced steel
- Engineered to withstand any natural or man-made disaster
- Self-contained and air conditioned
- Computerized indexing system
- Receipt and inspection regulations

## Media Storage and Rotation

Complete system back up to tape or magnetic media is available for rotation back to the client. Handheld scanning devices utilize barcode technology to provide real-time status of media location and inventory.

- Scheduled and on-call media rotation services
- 24x7 Secure media transportation service
- Media scanned upon receipt and delivery
- Barcode inventory \*\*\* Current media status
- Real-time, customized inventory reports
- Climate controlled media storage

## Scanning

- Convert paper documents to electronic images
- Convert microfilm and microfiche to electronic images
- Complete back-file conversion and day-forward scanning
- Onsite or offsite scanning services
- Indexing and remote storage services of scanned images

## Accessibility

- Accurate, fast retrieval
- Electronic submission and delivery of requests
- Computerized indexing
- Customer-authorized access

## Preservation

- Protection of paper, microfilm, magnetic and optical media
- Specially designed, acid-free containers
- Thermo-humidigraphs to monitor temperature and humidity
- Electronically controlled conditions in accordance with ANSI specifications

## Security

- 24-hour guard service
- Closed-circuit video and electronic surveillance
- Electronic alarm and fire detection systems

## Media Destruction

- Secure, Compliant, and Confidential
- Scheduled pick up and document destruction
- Secure onsite and offsite document destruction
- HIPAA, GRAMM-LEACH-BLILEY, and FACTA approved

## Business Continuity

Our Record Center is committed to meeting the requirements of industry codes, standards and regulations. We offer business continuity services through a unique contingency planning program. This program integrates on-site professional assistance with proven disaster recovery procedures. Ours is a complete solution, with emphasis on every area of your business.