



**Kent Record Management Inc.**  
*"your offsite solution"*

# Kent Record Management Inc.

For over 30 years KRM has provided paper record storage and management, retrievals/refiles, and secure pickup and delivery services. Recently, we have added electronic records, electronic backup, and hosted services to assist our clients with their electronic record challenges. Currently we provide service across Michigan, in and around the Grand Rapids, Lakeshore, Kalamazoo, and Lansing areas. We service over 500 clients and are considered an expert in managing paper records in numerous industries such as: healthcare, legal, financial, and insurance. Our services can be tailored to meet your specific requirements, and they are available at anytime. KRM employees are active board members of industry organizations such as PRISM, ARMA and AITP. KRM is a member of the Better Business Bureau as well as several regional Chambers of Commerce.

## What Our Clients Are Saying

"Their (Kent Record Management) blend of technology, facilities, staffing, and client commitment has made them the leader in their field within the West Michigan market."

"My relationship with Kent Records goes back 25 years... I've always been very pleased with the services of Kent Records Management."

"I have dealt with other storage facilities in other cities for our satellite offices with many problems and huge cost expenditures to depart from those companies. If you've ever dealt with any of the mega-storage companies out there, you will be pleasantly surprised. I would not hesitate to recommend using Kent Records to anyone."

## Lifecycle Of A Record



### Record Creation:

Records are created through internal functions and from external transactions and correspondence.

### Capture:

Converting or digitizing physical or analog documents into a digital format.

### Archival:

Cataloging process by either manual or automatic methods. Some information of long-term value must be retained permanently.

### Print:

The creation of a physical document from either an analog or digital format.

### Record Distribution:

Information is shared among employees and used for making decisions, evidence in audits and litigation, or to support other business purposes.

### Records Storage:

Some information maintained beyond its immediate use may still have reference potential.

### Records Retrieval:

Accessing a document that has been in records storage but still has value to an organization.

### Disposal:

Destruction of records which are no longer required for the organization to keep. Automates clean up and reduces storage cost.



**(800) 536-6681**

**sales@kentrecords.com**

**www.kentrecords.com**

**Grand Rapids**  
 (616) 459-6681

**Lansing**  
 (517) 484-1555

**Kalamazoo**  
 (269) 341-9770

# Kent Record Management Inc.

For over 30 years KRM has provided paper record storage and management, retrievals/refiles, and secure pickup and delivery services. Recently, we have added electronic records, electronic backup, and hosted services to assist our clients with their electronic record challenges. Currently we provide service across Michigan, in and around the Grand Rapids, Lakeshore, Kalamazoo, and Lansing areas. We service over 500 clients and are considered an expert in managing paper records in numerous industries such as: healthcare, legal, financial, and insurance. Our services can be tailored to meet your specific requirements, and they are available at anytime. KRM employees are active board members of industry organizations such as PRISM, ARMA and AITP. KRM is a member of the Better Business Bureau as well as several regional Chambers of Commerce.

## What Our Clients Are Saying

“Their (Kent Record Management) blend of technology, facilities, staffing, and client commitment has made them the leader in their field within the West Michigan market.”

“My relationship with Kent Records goes back 25 years... I’ve always been very pleased with the services of Kent Records Management.”

“I have dealt with other storage facilities in other cities for our satellite offices with many problems and huge cost expenditures to depart from those companies. If you’ve ever dealt with any of the mega-storage companies out there, you will be pleasantly surprised. I would not hesitate to recommend using Kent Records to anyone.”

## Our Approach

### Mission Statement:

To be the world class leader in information and records management by tailoring solutions to meet constantly changing business demands.

### Core Values:

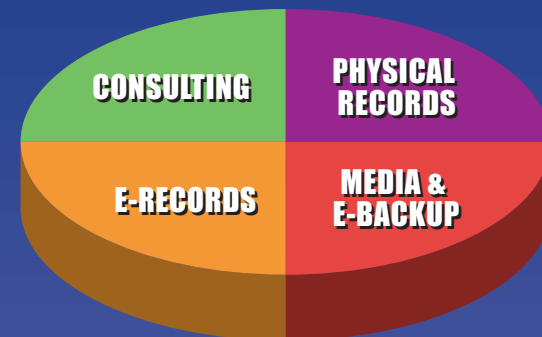
- We are dedicated to exceptional and personal customer service.
- We value our reputation built on loyalty, integrity, and dependability.
- We put our clients and relationships at the center of every thing we do.
- We support the local businesses and communities we serve.
- We are dedicated to continual process improvement.
- We provide innovative business solutions.
- We provide quality solutions thru innovative technology based initiatives.

### Staff Certifications:

- Association for Information and Image Management (AIIM)
- Asigra
- Cisco
- CompTIA
- Digitech
- International Association of Privacy Professionals (IAPP)
- Microsoft
- Project Management Institute (PMI)
- The HIPAA Academy



## Our Services



- Paper Record Management
- Electronic Record Management
- Media Storage
- Online Backup and Recovery
- Hosted Services
- Scanning Services
- Information Destruction
- Professional Services

## Professional Services Offered

- Building business cases for record management
- Developing complete record management program including physical and electronic records
- Analyzing current record management programs
- HIPAA/HITECH training for record centers
- File and record room purges and consolidations
- Document Imaging/Scanning projects
- Electronic Document/Record/Content Management software RFP development and evaluation



**Kent Record Management Inc.**  
*"your offsite solution"*

**Vaulted Online Backup and Recovery Service  
(V-OBRS®)**

For years, KRM has assisted organizations with backing up data by storing backup tapes and other media in their secure climate controlled vaults. KRM has partnered with Asigra to create our own Vaulted Online Backup and Recovery Service.

**Vaulted Electronic Record Management System  
(V-ERMS®)**

Don't want to add another expensive application to organize your files? Managing electronic records and content is now feasible, safe, and affordable with our Software-as-a-Service (SaaS) solution called V-ERMS® powered by Digitech Systems.

**Vaulted Hosted Virtual Server Solution  
(V-HVSS)**

Whether you are a small business or a large corporation, the challenge is to reduce cost while keeping your information secure. KRM offers affordable virtualized server solutions that provide flexibility, scalability, security, and reliability for achieving your business requirements, all on our private cloud.

Grand Rapids      Lansing      Kalamazoo  
(616) 459-6681    (517) 484-1555    (269) 341-9770

[www.kentrecords.com](http://www.kentrecords.com)



**Kent Record Management Inc.**  
*"your offsite solution"*

Kent Record Management, Inc. has assisted companies since 1981 with their information management challenges. As industry regulations and requirements change, KRM has subject matter experts available for compliance based training programs. These training programs are both created and customized to meet your unique needs. Our experts will help you achieve compliance through education, training, audits and related services.\*

**A sampling of the compliance training subjects  
that KRM offers:**

- o HIPAA and HITECH
- o Sarbanes Oxley
- o Gramm Leach Bliley
- o FACTA Red Flags Rules
- o PCI-DSS
- o Safe Harbor

**The style/types of trainings that KRM currently offers:**

- o Onsite (KRM trainer at your site)
- o At KRM site ('train the trainer' or bring your staff)
- o HIPAA Webinars ( English and Spanish versions available)
  - Single use or 1 year unlimited use licenses available
  - Webinar with KRM trainer at your site for consult
  - Webinar with telephone consult
- o Consultation at your site
- o DVDs or CDs
- o PowerPoint presentations (with teaching material)

**Other services:**

- o Privacy Impact & Risk Analysis
- o Annual audits of security and privacy
- o Business Associate Agreement analysis

KRM can also help you build a complete record retention schedule.

Contact us at [training@kentrecords.com](mailto:training@kentrecords.com)  
or call us at 800.536.6681.

\*KRM is not a law firm and is not practicing law.  
Training and services should not be interpreted as legal advice.

[www.kentrecords.com](http://www.kentrecords.com)