

The ASI Archive

Proven solutions. Working for you.

Measurements

By: Scott Bidwell, Andrews Software, Inc.

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Your operations manager is requesting permission to hire a new driver and purchase a new truck.

Your first thoughts are, "How much has our daily delivery activity increased?" (this month vs. same month last year; year to date this year vs. last year; emergency vs. regular etc.) Then your office manager requests additional staff to deal with added work load. And your first thoughts are, I need to see the numbers to support the request before approving it. Show me the growth of new work orders, retrievals, refills, new box/file data entry, destruction, etc. and give me last month vs. same month last year as well as the year to date comparisons. "You can't manage what you can't measure." The same goes for the revenue /sales side of the business. Who are our top customers? What are their trends? - storage vs. services, new adds vs. destruction emergency deliveries vs. regular all presented in a monthly and year to date this year vs. last year format.

Visual Corporate Keeper (VCK) can do it all and much more! There are more than 160 "canned" reports! So many we recently created a dictionary defining what they do, how to find and run them and what information they contain. Now the challenge is making sure each of you and your designated staff are comfortable accessing and using these powerful management tools.

By the way --- if you don't find the exact report you want in the "Report

Dictionary" there is a report writer function that gives you many additional options. And if you are a spread sheet guru you can now export the data to excel and manipulate the information to your heart's content.

Operating on the basis that the shoe-maker's kids should have shoes, ASI has begun tracking our support activity for each of you. Check your last invoice, and you should find additional information detailing the support activity for your account. This information ties directly to the old philosophy "You can't manage what you can't measure". OK, ASI may not have delivery vehicles, or warehouses but we do have customers and great ones at that! Our customers, just like your customers, create "measurable activity", the history and sum of which can help us better manage our day to day operation, your operation and to jointly plan for our future needs. For example, if you see "phone training" on your ASI invoice (a service code we created to track the act of educating a user on software functionality over the phone) repeating month after month, we need to discuss the cause and establish a plan to eliminate our mutual cost associated with this repetitive need. Perhaps we need to provide additional training at our location or yours, or perhaps we need to re-evaluate the record center procedures, software design, documentation and /or our initial training procedures?

In conclusion, having the ability to

measure and evaluate your day to day activity gives you some of the tools necessary to make more intelligent and timely decisions. This adds up to a better and more profitable company, and who would not want their customers to be solid trend setting leaders in their respective markets. You name it --- warehouse, office, transportation, sales, commission and even customer activity reports are all available as management tools to enhance your decision making capability. These reports are designed to help you keep your finger on the pulse of your operation "**You can't manage what you can't measure.**"

The "Report Dictionary" is available at <http://www.andrewsoftware.com/SECURE/FAQs.htm>

Please contact ASI for a login and password if you don't already have one.

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New Software From ASI

By: Kevin Baird, Andrews Software, Inc.

At this year's PRISM conference, ASI introduced a number of new products that we've been working on; Veri-Shred, which is our new destruction management software, Visual Corporate Keeper (VCK) WebCONNECT and InfoKeeper Plus.

WebCONNECT is a new version of InfoKeeper designed from the ground up to work with VCK at the Record Center. While the current InfoKeeper is kept at ASI, this new product will be run at the Record Center itself.

Both products have many functional similarities. You can add boxes and files, you can request, destroy, permanently withdraw, and refile. You can also request ancillary services.

Beyond this, each product has unique advantages. WebCONNECT is connected to VCK in real time. A change at the Record Center will instantly be displayed on the WebCONNECT screen. The Record Center does not have to run a WebSync process to synchronize the data. Management control is built directly into Visual Corporate Keeper and removes the need for two administration screens.

Further, WebCONNECT contains the next level of web management controls that will be introduced later in the next generation of InfoKeeper; including intuitive menus, a streamlined interface, and a rapid response time.

WebCONNECT allows Record Centers to manage their own online presence. It can easily run on an Intranet, or via full Internet connectivity. Because the Record Center controls the entire package, the security setup is dictated by you. You can tighten or ease the security requirements of the data as you see fit for your organization.

Additional new features include the ability to type in multiple box/file barcode numbers in the search field and return all the results simultaneously. The search mechanic used for exact matches or contains in searches is easier to understand.

Beyond this, WebCONNECT will be easy to manage. A simple application runs on the server, and needs little to no maintenance. Adding a new client or user to the application is as easy as a few mouse clicks in VCK and they are ready to go.

Eventually VCK WebCONNECT will include other online packages that will "Click-In" such as Visual Vault WebCONNECT, and Veri-Shred WebCONNECT. Each can be installed separately, or as individual packages.

Of course, WebCONNECT isn't as robust as InfoKeeper. You can't manage a national client with it, because a national client would require a centralized location for all the data. Also, managing an Internet product can be daunting for those who aren't up to speed on every change that can take place in cyberspace. We understand this, and we will continue to offer InfoKeeper and further our development on it. We've recently added Digital Imaging to InfoKeeper, and we have been working for the past year and a half on its successor, Code-named "InfoKeeper SQL." I'll talk a bit more about that product in the next newsletter.

ASI's Internet strategy offers Record Centers a choice; either a fully managed and robust online system or a privately controlled streamlined system. On top of this, both products work in tandem. A Record Center could manage simple clients on their own with WebCONNECT, and offload more complex clients with greater service needs to InfoKeeper.

Whatever your organization needs, ASI is working on a solution to fit it.

Check out ASI's new booth and other pictures from the current shows!



PRISM Conference

May, 04 - San Diego, CA
New Member Reception



PRISM

Across Borders Conference

Sept., 04 - Barcelona, Spain



PRISM...Just one in a ray of many lights

By: Jim Macmillan, Andrews Software, Inc.

ASI has recently returned from the PRISM/NAID Annual Conference in San Diego, the PRISM Across Borders Conference in Spain and the ARMA Conference in Long Beach. ASI and Andrews Records Management find attending these trade shows to be very beneficial. For those of you who are unaware of these organizations, are aware but are not members, are members but not active, or just fly under the radar, we wanted to highlight how being a member of one or more organizations can have a positive impact on your business and knowledge of the business.

As a vendor, our objectives differ from that of a commercial record center, but fundamentally everybody is looking to improve their overall understanding of the business. Gatherings such as trade shows allow that to happen very well.

ASI is particularly active with PRISM. PRISM stands for Professional Records Information and Services Management. It is the trade association for the commercial records management industry and, for the most, part remains one of the most active, informative, and knowledgeable associations.

Trade show organizations are filled with vendors and companies committed to the industry. From a vendor standpoint, this ensures we get to work with those who are knowledgeable, equally productive, and are pre-qualified by the system itself. From a member standpoint, this provides companies like Andrews Records Management a wealth of knowledge from a base that spreads worldwide. This abundance of 'free' information is largely overlooked. Considering the ease that technology allows information to be distributed there really are no excuses for one, not being part of the network; and two, not utilizing the information available at your fingertips.

So what's the value of this cross-pollination of information and what does 'information' really mean? Many of the trade organizations are responsible for a lot of the standards, education, printed resources, and industry research that exist today. It can range from being as simple as an operational issue, getting educated on new laws and compliancy regulations, sample contracts, insurance issues, to how to effectively market your

business.

Conferences are responsible for getting people together, providing educational sessions on a variety of topics, and ensuring you are up to date with current market trends, where the business is now and where it will be in the future. There is value not only to the 'start up', but to those who have years on the clock. We are all fortunate to be part of a business that never seems to sit still. Technology drives the business to new places every year and keeps us from falling asleep. Without trade organizations to consolidate and deliver information in a way that reaches everyone, we would all be slower to react and our businesses would suffer as a result. Without the continued support of both new and existing members, this ongoing, essential effort would be in danger of going away. If you are not part of it, you need to be...

Trade Show Organization Websites

ACP

Association of Contingency Planners

<http://www.acp-international.com/>



ARMA International



Association of Records Managers and Administrators

<http://www.arma.org/>

AIIM



The Enterprise Content Management Association

<http://www.aiim.org/>

NAID



National Association of Information Destruction, Inc.

<http://www.naidonline.org/>

PRISM International



Professional Records Information and Services Management

<http://www.prismintl.org/>

Digital Archiving: A NEW BUSINESS OPPORTUNITY

By: Lee Miller

For the past 20 years, Andrews has been growing and expanding a commercial records center business. With rare exception, we have sustained a 10-15% growth rate while the technology world continues to discuss a paperless office. Some of you have heard me jokingly say there will be a paperless office when there is a paperless bathroom. So what will happen? Are those buildings full of rack and catwalks at risk of being empty? When – if ever – will the tide turn?

No, I don't profess to have an answer but Andrews has spent enough time investigating, debating, and evaluating, to know a NEW significantly large business opportunity is just around the corner.

Here's the picture...

Every document, digital, paper, film, fiche, etc. has an expected life. Let's say it's ten years and its active life is 24 months. That means

we have an eight-year archival storage opportunity. If the rate of growth in the digital world is many times that of paper, would it be fair to say there is an equal or greater opportunity in the world of digital archival storage as compared to paper?

We say YES! Consider the amount of e-mail, word documents, PDF's, power points, and other digital documents being generated and saved every day. Imagine automatically archiving those documents after 12, 24, or 30 months to a remote web accessible site with all the bells and whistles of InfoKeeper. Imagine the original copy never being lost and a separate copy stamped with the name, time, and date being saved as a separate document. Additionally, imagine a retention scheduling module and the ability to convert any document to the current version of Word, Power Point, etc.

Is every company a prospect? Probably not today. Will some companies do it in-house? Sure, not unlike the reality that some store their own paper. Will the competition offer these services? Yes, in varying degrees of satisfaction. Iron Mountain has, for example, launched an Enterprise E-Mail Management Service.

We are currently test marketing this new service at ARM and are looking for some additional test market prospects. Don't let the competition pass over the double yellow line. If you would like to know more or have a prospective customer, please contact your customer service representative 800-807-2093.

2004 ASI User's Seminar Reminder

The seminar is being held Tuesday, October 26, 2004 thru Thursday, October 28, 2004 in Cleveland. If you haven't yet registered there is still time. Call for details or Fax your registration form in today.

Fax: 440-838-8781
Phone: 800-807-2093
Phone: 440-546-9771

October 2004

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