



Providing Solutions, Solving Problems

GRM provides John Parry & Alexander with turn-key human resource imaging solution

At GRM, our goal is not to be the largest records management company, but one who excels in service. We want to take each customer, from the largest to the smallest, listen to their needs, and present them with a solution. In this case study, GRM worked with John Parry & Alexander (JPA) to bring disaster preparedness to their operation and efficiency and automation to their clients, all through the use of a tailor-made imaging solution.

JPA is a human resource and administrative services consulting company founded in 1995 to service small- to medium-size companies. In one of its many capacities, JPA performs all the services that an internal human resource department would provide, at half the cost. Fulfilling this role requires JPA to maintain the physical employee files in their California headquarters, although the clients reside elsewhere. Yet the clients need immediate access to their employee files as if they were onsite. JPA needed to find a solution. Because JPA already used GRM for its records management and shredding services, it seemed logical for Dennis Wootten, partner and co-owner of JPA, to look to Patrick McKillop and his team at GRM for assistance.

Wootten sat down with GRM and detailed JPA's work flow. He explained that the company was currently providing the human resource function for more than 25 companies. It kept all the physical employee files at its site in California, although its customers were located in California, Oregon, Washington, and Nevada. The customers not only needed access to their files, but JPA needed to be able to recreate each file in the event of a disaster.

GRM went to work. "GRM asked the right questions and identified our unique needs," Wootten said. "They asked us how things worked; they wanted to hear about our process, what functionality we were looking for, and how this would serve our clients. In the end, they had probed for the right information because their solution was right on target."

GRM returned to JPA with a complete turn-key imaging solution. "We knew we had to put employee records on the Web, giving each client the ability to view their files at will. In the event of a disaster, JPA could download and print each file, recreating all the employee records," said McKillop, GRM vice president. He detailed the two-step process for JPA: First, they would develop a methodology for new employee records, and then



they would image all the existing charts using this same process. Together, these two pieces would provide a cohesive solution.

GRM brought in equipment and a team to systematically clean up the files. They removed things such as paper clips and staples and then scanned each file. GRM put this information into a Web-hosted, custom-built application. The application would not only point the end user toward the right company, but also to the correct employee file and even the required section within that file. GRM then developed and documented the procedures for going forward. JPA now had the complete turnkey solution it had desired.

After six months of working with this solution, JPA decided to make some changes. It wanted to add different indexing and searches. With one phone call, “Boom, they were there,” Wootten said. GRM came back, completed the additional programming, and further refined the process, which introduced even greater efficiencies. Wootten summed up the experience with GRM: “In the end, nobody can beat GRM and Patrick McKillop on customer service and focus. I am a small account, yet whether it is record storage, shredding, or imaging, when I call, it happens. GRM is dedicated to that. They are never laissez faire when it comes to servicing the customer. I would guess GRM doesn’t lose many.”

Today, JPA manages more than 100,000 images, all hosted by GRM. JPA’s clients now have the convenience of going to the Web to review any employee file as if all the files were in their own offices. They can even print any employee file at their site. JPA also gained an essential element to their disaster recovery program: the ability to regenerate each and every file at any time. “Most important, perhaps,” Wootten added, “in addition to the workflow efficiencies and disaster recovery benefits, JPA has gained a unique competitive advantage. The ability to offer added value to our services and create differentiation in the marketplace to win new business. The value of that added benefit alone will pay us back 10 times over.”

Problem solved. That’s GRM.