



Security in the Digital Age

- *Wendy Gittleson*

The digital revolution is underway, especially in the Records Management industry. Businesses of all types and all sizes are seeing the advantages of converting or supplementing their paper document management program with an Electronic Document Management Program. GRM has combined nearly a quarter of a century of records management expertise with state of the art security procedures to provide our customers with an Electronic Document Management system that is *as if not more* secure than paper records.

In this White Paper, we hope to shed some light on the many ways that GRM Digital programs can help ensure that your business thrives in the future, while enabling you to save time and cut expenses.

A New Level of Inside Security

Digital Solutions like:

- Document Imaging/Scanning & Conversion
- Outsourced Hosting
- Smart Web Portals
- Workflow Tracking
- Image Enabling

We will help your organization manage security risks posed by ever-changing industry regulations, improperly designed storage policies and employee error or malfeasance. The Introduction of the Horizontal Electronic Data Management services, which are administered by providers like GRM Digital, allows businesses of all sizes to configure their software solutions to update user permissions within minutes and in real time. This ability virtually eliminates mistakes.

As soon as documents are scanned or digitally uploaded to the GRM Digital system, your company's administrator will set permissions on each of the documents and set the type of access each employee or client will have (i.e. read only). By adjusting the permissions within your server system, there will be no unintended access to confidential records. Digital solutions, like GRM's will eliminate common security risks that exist within a paper-based document management program, such as communal printers, meeting rooms and remote worksites.



Protect Your Clients' Information

Protecting all of your sensitive documents, whether digital or paper, is never an easy task. Paper files pass through the hands of countless employees and can easily be misplaced, damaged or even sent to the wrong location to be stored or processed. Searching through digital records can be a time consuming and burdensome task. A typical company runs multiple applications and software types. Email archives can contain terabytes of data. Digital programs like GRM Digital's services simplify the search processes, helps manage your employees' time and gives you unprecedented control over who views or makes notes on your sensitive documents in both the physical and digital realm. By utilizing state of the art scan on request services, Digital Imaging services and our secure, password protected web-portal access; we can minimize the amount of hands and eyes passing over your client's confidential information. Our web-portal application will allow password protected employee access from any location.

Once in place, your clients will be assured that the rules-based accessible digital document storage program you employ, will keep their sensitive information 100% safe in every possible scenario. Access is granted to each of your employees based on user name, job role, or other personal identifiers you may choose with your provider. Even sensitive data contained within email, scanned papers, faxes, voicemail, or legacy and business applications is absolutely secure.

Protect Your Information (Disaster Recovery)

In response to a recent Global Strategy Group survey, 85% of New Yorkers answered that they felt it was likely that a wide spread power outage would occur in the next decade. However, the same study found that 86 % of businesses considered themselves not very prepared to handle an emergency like a natural disaster, fire, power outage or act of terrorism.

In the world of document management, a power outage or small office fire can be disaster. The resulting loss of crucial data can be devastating to a small business. In recent years, small businesses have considered data protection programs an unaffordable luxury. But, as costs shrink and more data is confined to the digital world, going without a comprehensive disaster recovery plan is becoming a much larger risk.

Some questions businesses are asking themselves in the event of an emergency include: How quickly can I rebuild my network? How will I recover client information? Where will I operate? Who are the key players involved in the recovery? By employing a



disaster recovery program ahead of time, the guesswork involved in answering these questions is removed.

Data protection companies offer consultation and services to hold or electronically store commercial data. Software programs, offsite system backups and storage facilities can save an entire business by helping create and execute disaster recovery plans. As prices drop and the number of providers rises, businesses both small and large can no longer afford the losses experienced in just a few days out of commission.

Never Fall Out of Compliance

As we mentioned earlier, one of the major security benefits of enacting an electronic document management program is the newfound ease of staying within constantly changing industry compliance regulations. These regulations are found in businesses across the board, and they dictate that a company both physically protects information and require that information be tracked from inception to destruction and at all points in between. Every change must be logged and traced to a specific employee.

The use of programs like data protection, fax server software and document imaging helps ensure that your business never falls out of compliance. GRM Digital experts are well versed in the complex requirements of every major industry, including the Sarbanes-Oxley act, HIPAA and many others. The three main concerns for most legal departments and compliance officers are as follows:

- Define, monitor and enforce standards for complying with governmentally required policies and regulations
- Reduce the risk of litigation
- Manage the cost of compliance and meet legal needs

GRM Digital and other Digital providers offer head on solutions for these concerns, more specifically:

- GRM Digital services cost-effectively protect the confidentiality and integrity of key paper and electronic documents, and make them readily available to authorized users. GRM makes it easy to comply with regulatory requirements such as the Gramm-Leach-Bliley Act.
- A single repository enhances the ability to monitor transactions for fraud, money laundering and other activities subject to the USA Patriot Act.
- For Sarbanes-Oxley and SEC regulations, GRM solves the problem of document accountability by preserving original documents in digital format, meeting the requirements of document retention and destruction laws and providing audit trails of access.



- Checks may be scanned into the ORC for viewing, printing and archiving in accordance with Check 21 regulations.
- GRM web services are ISO compliant and meet the requirements for HIPAA administrative, physical and technical safeguards.

Summary

In conclusion, we feel that transitioning to an electronic document management program is the simplest way to increase the security of your confidential information in both digital and hard copy form. By utilizing a multi-platform, horizontal approach like the one employed by GRM Digital, your businesses crucial information stays secure and allows your business to grow without fears of compliance issues, law suits or disaster-related losses.