



# BLENDED SOLUTION



## COMPREHENSIVE INFORMATION MANAGEMENT

GRM Information Management is unique in that we offer a full range of physical and digital records management solutions. The breadth of our integrated offerings makes us unique in our capacity to guide your company through a digital transformation – smoothly and at a pace that works for your business.

## DOCUMENT STORAGE

Physical records are stored in our secure, state-of-the-art, climate-controlled facilities. Clients can request files 24/7 via our eAccess portal.

**eAccess** – This free web-based portal lets customers place orders, run reports, check an item's status and handle billing online.

## CERTIFIED DESTRUCTION

GRM can handle all document shredding and data destruction, including managing retention schedules and destruction dates and providing proof of destruction to maintain information control, eliminate unnecessary files and minimize risk. We are an affiliate of NAID – AAA rated and SOC II, Type 2 certified in all destruction processes.

## SCAN & CAPTURE

Each of our facilities processes hundreds of thousands of documents daily using our state-of-the-art technology and equipment. We have large-format scanning capabilities (for blueprints, etc.); fast, on-demand scanning services; and formal processes to ensure the security of all records.

We can convert documents, images and other physical files to digital format, using intelligent character recognition (ICR) and optical character recognition (OCR) to transform unstructured data into structured, readable information.

## SECURE HOSTING

GRM's secure hosting includes a scalable, cost-effective data protection suite with backup, restoration and disaster recovery. We provide 24/7 monitoring, employ the most sophisticated data protection and storage technologies available, and secure all data with firewall-protection and end-to-end encryption.



## DIGITAL BUSINESS SOLUTIONS

Our industry-leading digital solutions leverage our robust, cloud-based content services platform. This highly scalable platform helps businesses take control of their data, organizing and using it efficiently and effectively.

With our platform, you can easily and securely streamline business processes with customized automated workflows, decision-based routing and our iForm technology – all of which are accessible via mobile. Our platform also offers Actionable Analytics, a function that provides real-time insights and automatically prompts actions to address issues or take advantage of opportunities.



## COMPLIANCE & GOVERNANCE

GRM is SOC II, Type 2 certified. We have proven via independent audit that we protect our clients' data through appropriate security, availability, processing integrity, confidentiality and privacy controls. One of our unique compliance offerings is GRMpedia, a continuously updated database of all published federal, state and county retention and reporting regulations.

**GRMpedia** – This proprietary resource automatically processes new or updated regulations and creates easy-to-understand, fully searchable clauses for each. Regulations can be linked to your company's records so you are automatically notified of relevant changes or updates, including when records are ready for destruction. GRMpedia maintains a full audit trail of any changes, including who, what and when they were completed.