

GRACE

RECORDS MANAGEMENT



COMMITTED TO QUALITY • COMMITTED TO SERVICE

the efficient way to manage records and information

problems with storage?

Managing records, files and information can be a major headache for any business. Sourcing storage, devising filing systems, maintaining consistency – not to mention finding information when you need it. But there's no need to feel overwhelmed. Why not let Grace Records Management take care of it for you?

creating solutions

When you choose Grace Records Management, you choose the most advanced records and information management system available in Australia.

Grace Records Management began in 1911 when brothers Joseph N. and Albert E. Grace opened the first Grace Bros store in Sydney's George Street. From this humble beginning the brothers built an empire based on service and value for money. In 1911, managing information meant the accurate filing and safe storage of paper documents – many handwritten. That's still an important part of our business, but these days most of the documents are typed – and much of what we store is electronic. In fact, Grace Information Management specialises in electronic storage.

Now we are the market leader in dedicated records management services. The core of our business is still the same – saving you space, time and headaches by taking care of your records and retrieving them quickly and accurately when you need them. And the other thing that hasn't changed is our commitment to service and quality. When you entrust your vital records and information to us, you can do so with confidence.

individual solutions with national coverage

In Australia there is a Grace facility in, or servicing, every capital city and major regional centre. With a dedicated fleet of company owned vehicles and over 100 full time staff, tapes, cartons or images can be delivered quickly and reliably anywhere in the country.

Every day we carry out thousands of records movements for clients of all types and sizes. Big or small, all our clients receive the same individual attention – attention that leads to flexible, tailored solutions.

experience and quality

We are part of the Grace Worldwide Group, Australasia's largest records management, removals and storage company and an industry leader since 1911. The Group includes Grace Records Management, Grace Information Management, Grace Removals, Grace Office Relocations, Grace Valet and Grace Fine Art.

Our attention to detail and desire to exceed expectation is shown every day through our services and client feedback. It's endorsed by our ISO9001/2000 certification and compliance to AS15489.

Grace Information Management is Quality Assured under AS/NZ ISO 9001:2000 and is an officially endorsed supplier to the Australian Government.



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our services

managing archives

Our advanced technology ensures that your data's integrity is uncompromised and that it will always be traceable.

Each carton, file or tape is allocated an individual identification code before storage.

Carton, file or tape information can be accessed and updated at any time via the internet, allowing you to retain complete control of your documents at all times.

managing digital information

This is the speciality of Grace Information Management. With over 25 years experience in document imaging, we are one of the few Quality Assured and Government endorsed suppliers in the outsource image capturing market.

Together with services such as scanning, microfilming and image silo storage, we have pioneered the use of innovative processes such as Optical and Intelligent Character Recognition (OCR and ICR) in the place of data entry, providing cost savings to many businesses.

We can help your business access and process information better with services that change the way you use Email Management, Electronic Document Exchange, Workflow and Hosting.

document retrieval and transport

Your information needs more than storage – it needs to be accessible. Our tracking systems guarantee quick retrieval and punctual delivery using company owned vehicles and Grace uniformed and identified drivers.

It's a business reality that documents may be needed rapidly for an urgent meeting, pitch or legal case. We know that time is important and offer two-hour urgent and four-hour priority delivery services for emergencies.

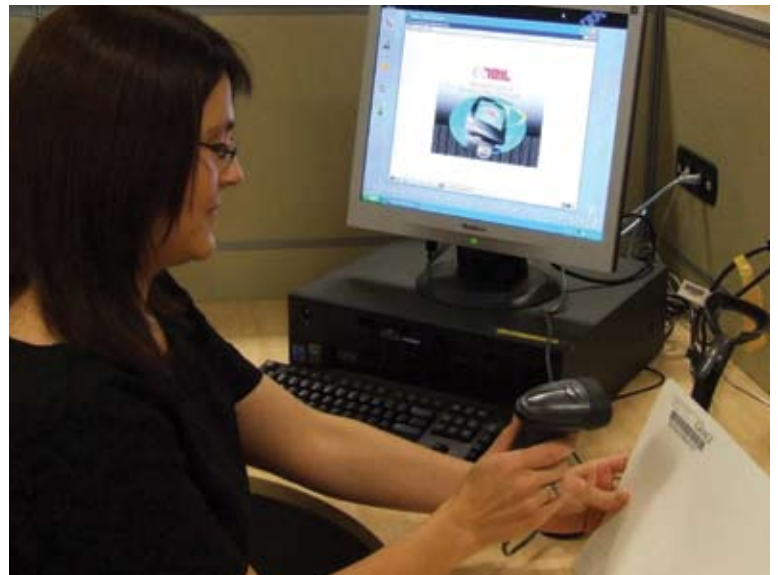
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our cataloguing services

cataloguing and indexing

Organisation is a critical part of document storage and we highly recommend the use of our cataloguing and indexing skills to ensure that you always know the contents and retention date of your cartons.

Our experienced staff can manage any size of cataloguing or indexing project at your site or at any of our state or regional branches. These services are available for manual or automated solutions and include Optical, Machine and Intelligent Character, Symbol and even Magnetic or Electronic recognition.



secure destruction

When your documents are no longer needed, we provide confidential destruction with shredding and hydro pulping in a secure environment.

Destruction only takes place after we receive a signed authorisation. Our advanced tracking allows us to control each document's movements from storage to shredding, including providing destruction certificates.

Our service extends to documents still in your office by providing an on-site secure destruction bin or bags.

our storage facilities

our security processes are continually reviewed and we have over 900 system controls in place.

purpose built

Safe storage is critical to our business and we go to great lengths to ensure that your information and data is kept secure and under optimum conditions, no matter what format it is in.

All our sites are purpose-built to house records and digital information and are located away from known hazards. The facilities are weatherproof and vermin protected and include extensive fire prevention, environmental control and security. Our security processes are continually reviewed and we have over 1000 system controls in place.

Our sites are independently assessed and have quality certification to ISO 9001-2000 standard.

fire prevention

Each Grace site employs sophisticated fire detection systems linked to local Fire Brigades. Our Fire Protection Systems meet the BCA 96 (Construction) and AS 2118 (Fire Suppression) requirements and are enhanced by isolation programs and firewalls.

controlled environment

Our sites are well ventilated, correctly insulated and employ UV-filtered lighting. These measures allow for minimal variation in temperature and relative humidity. Pest and dust inspections and control programs are also scheduled regularly to maintain complete protection.

our security measures

24-hour security

Security patrols and Back-to-base alarms monitor our sites 24 hours a day, every day of the year. Capital City locations are observed by Closed Circuit Television (CCTV) and access points are controlled by electronic keypad systems. Restricted areas of each site are only accessible by selected staff members and any unauthorised entry attempt will trigger alarm sensors.

restricted access

Facility access to data is strictly controlled and only available to those with approved authorisation. Further security measures incorporate passwords, barcodes and internal staff police checks to ensure complete privacy and integrity of all information. Viewing restrictions can also be enforced for certain stored items on request.



media storage and high security

Our media storage and high security areas are climate controlled and have further security measures implemented as well as increased wall, floor and ceiling fire protection. With electronic media storage and rotation forming part of Disaster Recovery Plans for many companies, our media storage ensures business continuity is possible even in the face of a major emergency at your site.

our technology



management software

We were the first company in Australia to adopt groundbreaking advances in records management technology and it is the key to our effective management of your data. Our system was created by O'Neil's, the global leader in records management software.

advanced cataloguing

Our advanced cataloguing and tracking system allows timely, accurate and simple access to cartons and even individual files within cartons. The precision of our software offers you a real alternative to expensive in-house packages and allows you to retain control of each and every file.

online management for you

Grace online is a 'live' system, not just a replicated database. Available from any internet connection via a dedicated website address, it gives you access to your records 24 hours a day, seven days a week.

Every client is given a secure username and password and we can also vary the levels of access each user gains. For example, you may only want to place orders, or you may want more detailed information, such as carton description capabilities. Any changes or requests that you make online are reflected immediately on our database and you can also generate real time reports, tailoring the parameters to suit your needs.

Managing cost centres in your business is made easier by our ability to report and invoice on up to three levels per account. All main accounts have the option of sub-divisions.

our transport

Grace employees transport client information in vehicles that are company owned, enclosed and customised for data and information management and movement services. Your data's security is our priority. Vehicles are carefully selected and maintained, and the members of our transport staff have no commissions or targets. Our priority is simply a safe and timely delivery for you.

Constant communication with our transport fleet is vital to maintain security and safety.

Grace drivers are in contact with their base office at all times, giving us the flexibility to carry out urgent requests and cope with changes to orders.

storage merchandise

We can help with your in-house as well as off-site storage with products that are of the highest quality in our industry. Our recordable media products are ranked number one in archival disk tests and our standard archive cartons are designed and constructed specifically for use in long-term off-site storage.

let grace take care of it

If you would like to discuss your storage requirements and how Grace Records Management can help your business, please contact us on **1300 725 991** or visit us at **www.graceinfo.com.au** or **www.gracerecordsmanagement.com.au** from anywhere in Australia or email us at records@grace.com.au.



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