

Information Resource Advantage™

DATABANK Business Services has been providing resources for the management of information for over fifteen (15) years.

Creating **Information Resource Advantage™** for our clients is our business. Information is a key enterprise resource that should contribute directly to accomplishing organizational goals and objectives.

DATABANK Business Services delivers value to our clients by providing the resources, in the form of products and services, that help our clients improve information timeliness, accuracy, accessibility, security, compliance, and availability. DATABANK consistently

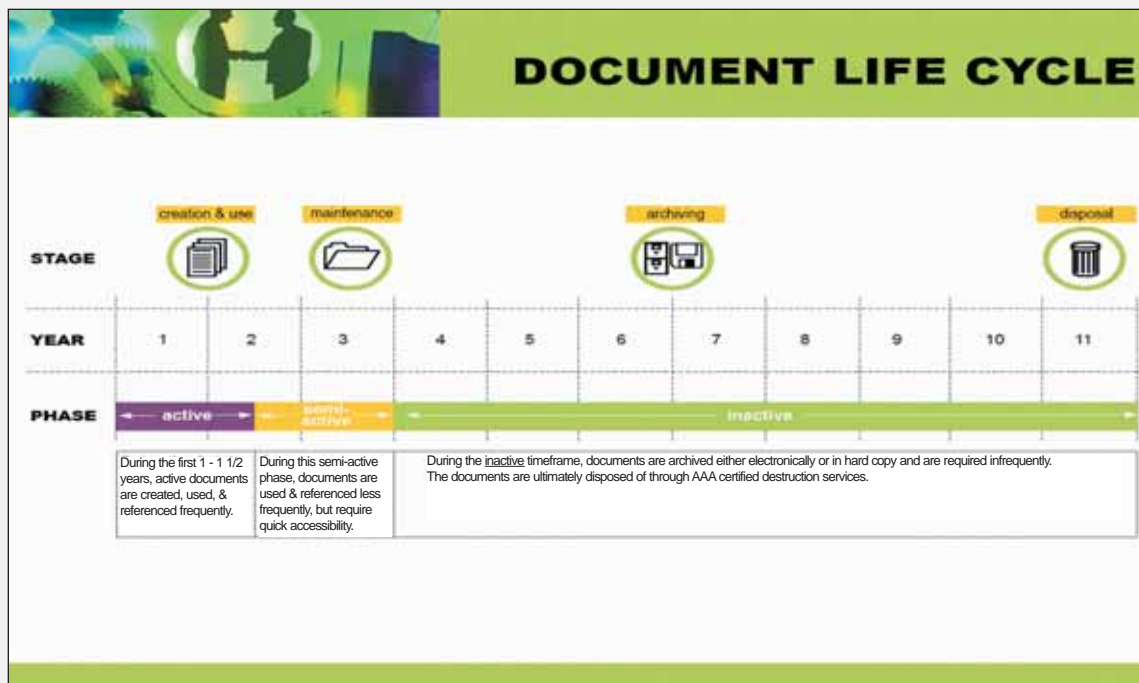
provides our clients the advantage of improved service levels, reduced space requirements, better quality, lower costs, and fewer risks.

DATABANK Services increases your bottom line by providing professional information management and document control systems that reduce cost and improve efficiencies, so you can devote your time, resources and energies to increasing revenue, profitability, and market share.

Every Phase of Information Resource Management

You'll see examples of these resource solutions on the following pages. But you will find something else... DATABANK's vision of an integrated business environment. A business environment that provides improved information flow by harnessing your most important resources... people, technology, facilities, and information.

We invite you to look through our resource guide, to investigate the wide range of resources and solutions that DATABANK offers. Then call one of our representatives. We are ready to give you an even clearer view of our solutions that create **Information Resource Advantage™**.



Resources We Provide

Resource:

1. *Something* that can be used *for support or help*.
2. An *available supply* that can be drawn on *when needed*.
3. The *ability to deal* with a difficult or troublesome situation *effectively*.
4. Means that can be used to *cope with a difficult situation*.
5. The total means available to an organization for *increasing production* or profit

—Merriam Webster



Strategic
Resourcing



Records
Management
Services



Customer Needs
Assessment



Information Media
Destruction Resources

DATABANK



Filing Equipment
Resources



Document Imaging
Resources



Filing Systems
Resources



Intouch Web
Hosting Solutions

Client Needs Assessment

CNA Free Consultation

If your goals are to reduce cost, increase profitability and employee productivity while protecting assets and enhancing confidentiality, DATABANK's **CLIENT NEEDS ASSESSMENT (CNA)** is a valuable service to achieve your goals. Our information management and document control professionals will help you determine and identify the Records Management issues that cause frustration, inefficiency, and lost dollars to your business everyday.



"How Do You Benefit From A CNA?"

The value of a **CNA** is to determine how your business can operate more productively, more securely, more efficiently, and more cost effectively. Improving **your bottom line** with information management and document control solutions is DATABANK's business.

"Is A CNA Call About Selling Me Something?"

The answer is emphatically **"NO!"** This is a **discovery process** that provides both parties the opportunity to identify your needs and requirements. Discussions following the discovery process will focus on **your priorities and provide real solutions to real business issues.**

"Why Is DATABANK Willing To Invest In My Company At No Cost?"

The answer is simple, your business specializes in what it does best. **The products and services you offer is your core business.** The time and energy your staff spends in non-productive activities such as storing, organizing, cataloging, and searching for misfiled documents and information could be spent on improving your bottom line. **Our core business in managing information and document control so that you can concentrate on your core competencies.** We are confident that you will be impressed by our expertise and professionalism to retain DATABANK business services.

"What Is The Next Step?"

We invite you to schedule a **FREE CONSULTATION** to determine how we can assist in achieving your goals and solving your information management concerns and issues. **Call us at 334.834.7012 or 800.448.4162 or email us at info@databankinc.com.**

Strategic Resourcing

Strategic Resourcing —

Allowing an organization the flexibility to choose service and staffing solutions that best fit its corporate culture and long-term goals.



No two organizations have the same service and staffing needs, so DATABANK Business Services offers a range of traditional and non-traditional services that are designed to provide right-fit information resource management solutions. Our **customized services** allow us to create dynamic, cost-effective solutions for each client that meet their operational needs. A Strategic Resourcing solution can be comprised of any of the services shown below:

- **File Room Management**
- **Collateral Document Management**
- **Research/Release of Information**
- **Tracking Systems**
- **Image Capture**
- **Document Management**
 - Hardcopy
 - Digital Repository
 - Scanning/Imaging
- **Applications**
 - Micrographic
 - Hybrid Systems
- **Periodic Services**
 - Systems Conversion
 - Back file Conversion
 - Purging
 - Relocation

Single Source – Bundled Services

DATABANK is unique. Our broad range of products, services, expertise, and distinctive competencies enable us to be your **Single Source** for every phase of information resource management.

Once viewed only as a cost-saving measure, companies now understand outsourcing to be a strategic means of ensuring quality in non-core activities while maximizing profits in their core business. Providing integrated services, DATABANK is in a position to offer strategic partnerships, as well as a single point of contact for your non-core business activities.

Looking at outsourcing solely as a means of controlling operating costs is only part of the picture. Outsourcing is a practical way for an organization to stay focused on its core business. If the decision is to outsource a non-core business activity, then a single-source provider is the most efficient and cost effective solution. DATABANK is a team with a proven record of achievement.

Why work with multiple vendors when **DATABANK**, as a single provider, can do the job more efficiently and cost effectively!

The Challenge of Productivity

The average document is copied, either physically or electronically, nine (9) to eleven (11) times. Up to 15% of a firm's total revenue is spent managing documents. Yet more than 60% of enterprises today continue to process, store, and retrieve documents manually!

— Gartner Group

Records Management Services



DATABANK is a full-service provider for document storage, management, and delivery services.

DATABANK **manages nearly 74,000 miles of records! That circles the globe more than 3 times!** With DATABANK, clients reduce their cost to maintain and store inactive documents and records. Active or inactive, DATABANK provides the ideal document management solution at competitive rates charging your organization only for the cubic space occupied by your records.



While cost efficiency is important, even more imperative is accuracy and service. At DATABANK, **we take seriously the fact that you have entrusted your organization's vital information to our care.** Using the latest technology, client records are assigned unique barcode identification to ensure accuracy, efficiency, and accountability at each point of movement. It is this technology combined with a culture of customer service that enables DATABANK to manage millions of boxed records and active files for our clients with fastidious accuracy and efficiency.

Satisfaction Guarantee

You have nothing to lose, **really!** To prove we are serious about helping you protect and manage your vital documents we offer every new customer our **ZERO RISK GUARANTEE:**

- If, at the end of three months, for any reason you decide that you are not satisfied with our service, we will return your vital documents at no charge, along



with a check for three month's storage. **NO STRINGS ATTACHED.**



- No other information management company offers this guarantee. No other service provider will serve you better. For the life of your vital documents, **TRUST DATABANK.**
- You **RISK NOTHING** because we want to prove to you that DATABANK is the right solution for your records management services.



Business Continuity Resources

A controlled environment to preserve the integrity and condition of magnetic and micromedia products.

In today's environment, information management are faced with the essential task of information protection and disaster recovery planning to insure business continuity. Databank offers a secure environment for all forms of information media. Our facilities provide physical, electronic, and procedural security. Our vaults meet exact safety specifications for storing tapes, diskettes, disk packs, cartridges, optical disks, video tapes, microfilm, and microfiche.

Information Media Destruction Resources

Sensitive company information falling into the wrong hands is a serious problem facing America today. New laws and regulations requiring companies to protect employees and customers from things like ID theft or stolen health and financial information are beginning to carry increasingly heavy penalties on both a federal and state level. So when it comes time to

choose a partner in protecting you against these crimes you need only to remember one word. **Security.**

DATABANK maintains the highest security standards in North America. A level of security that comes with something else. **Peace of mind.**

Your information. Your security. Your peace of mind.

Superior Security Standards



Simply put, DATABANK maintains the highest national standards in the industry. DATABANK is the only Alabama Company AAA certified by the National Association for

Information Destruction (NAID) for Onsite, Off-site, and Micromedia Operations. Maintaining such a high standard is no small task. **It requires employee drug screening, Criminal background checks on all employees, and regularly conducting a third-party security audit with zero-tolerance allowed.**

Superior technology

All DATABANK shredding equipment meets or **surpasses** the NAID's strictest standards. In fact, our shredders are quite different than most of



our competition. The paper is actually torn at the fiber, not cut into strips, making it virtually impossible to reconstruct. Of course paper is just part of the equation. DATABANK also specializes in destroying all forms of electronic media, along with everything from clothing to plastics.

Superior Service

Whether you choose **onsite** (at your location) or **offsite** (at our location) you'll find no one is more concerned about your security than DATABANK. From the moment we receive the information until the shredded paper is prepared for recycling, **trained security personnel** watch over your documents. Once the information media is destroyed, you are issued a Certificate of Destruction.



The risks are growing every day. **HIPPA**, the **Sarbanes-Oxley Act** and other recent privacy laws have resulted in potential **severe penalties** for non-compliance. With reasonable care, you can protect you and your organization.



No one is more committed than DATABANK in helping you stay in compliance with the ever-increasing state and federal laws. **Security is our business!!!**

Document Imaging Resources



DATABANK sets the standard in **DIGITAL IMAGING** applications. DATABANK images more than 450 miles of documents each month. That is equivalent to in excess of 5,000 miles of documents annually.

DATABANK utilizes the most sophisticated document scanners in terms of capability and capacity, translating these features into significant benefits for our clients.

Many of the features of our scanners are unique to the industry and provide functionality that enable us to achieve the speed, quality, and throughput that exceed the capabilities of traditional scanners. These features include:

Color— In the real world, documents, photographs and forms are not all black and white. Black and white scanners cannot reliably capture all the information on documents. Databank's scanner was designed from the ground-up to capture images in high-quality, **24-bit color**. With color, all the data on every page is captured. Once captured, we can render the image in the format for your application requirements. The resulting image can be a color JPEG, grayscale JPEG, bitonal TIFF— or all three.



Advanced Feeding System— All of today's scanners look good on paper and in the showroom. When they're fed smooth, fresh documents on consistent size and weight, they usually work well. Unfortunately, that's not the real world. In the real world, you have to process documents that range from small checks and coupons to ledger size forms, and in weights from 30-pound card stock to 13-pound onion skin. Real world documents have wrinkles and creases. Real world

documents have photos and checks attached by staples. Only DATABANK's ImageTrac advanced feeder/transport system can reliably and efficiently handle these types of real-world documents without extensive prepping and presorting.

Pocketing— DATABANK's scanners can separate and batch documents automatically, eliminating the costly task of manual separation in a posting image capture environment.



DATABANK's document imaging resources provide our clients comprehensive management solutions that are customized to their needs and requirements. Our image capture system can be customized to duplicate existing client business rules for indexing and document retrieval, while providing a proven capability of **interfacing with our client's systems** to ensure a seamless and transparent client solution. From image capture to web-base repository storage and DATABANK resources consistently save our clients 30% to 50% when compared to in-house cost.

Federal and state regulations such as **HIPPA** and the **SARBANES-Oxley Act** has increased the amount of data which needs to be archived. The Enterprise Storage Group recently forecasted that over the next four years, there will be a 64% compound annual growth rate in the volume of records needing to be archived due to compliance regulations.



Intouch Web Hosting Solutions



DATABANK's **InTouch** solutions are focused on assisting our clients to reduce operational costs, streamline business processes, and increase control over paper and electronic records.

InTouch provides a comprehensive, automated solution for managing documents and records in a manner transparent to our **Client's data standards, practices, and workflow**.

DATABANK's **InTouch** service solutions require no capital investment on the part of our Clients. Just subscribe to the service, receive training, and immediately begin to realize the efficiency and the productivity that DATABANK's **InTouch** solutions can provide.

DATABANK's **InTouch** digital solutions fall with in two broad categories:

- Solutions that track and manage your organizations hardcopy records.
- Off-site records and documents.
- Onsite records and documents.
- Solutions that manage digital document tracking.
- Scanned Images.
- Text and other file types.

Digital Documents

DATABANK provides a digital repository for both scanned images and electronically created documents. DATABANK's Digital Document Repository service creates a working environment that stores and delivers the right information in a useable form and at an acceptable cost to the people who need it, where they need it, and when the need it.

Hardcopy Records and Documents

Off-site Records and Documents

- **Requesting**—DATABANK automates record retrieval with requesting tools. Databank puts requesting tools at every desktop, eliminating the cumbersome approach of requesting through email, voice mail, or paper form.
- **CheckOut Requests**—DATABANK allows staff to locate and request Delivery, Pull and Hold, Fax, or Scan-On Demand from their desktop.
- **Inventory**—DATABANK allow you to view your entire inventory of records.

Onsite Records and Documents

- **Tracking**—DATABANK saves time by keeping track of the location of every file folder, box, etc. Searches for misplaced files are eliminated as desktop tools allow your staff to retrieve files without a paper chase.
- **CheckOut Request**—DATABANK's CheckOut Request Process allows your staff to locate and request records from their desktop. This eliminates wasted trips to the file room, fosters advanced preparation and planning, providing higher levels of organization.

Filing System Resources

An efficient filing system is more than folders in filing cabinet! The total systems approach is a specific group of six organizing elements designed to work together to produce a cost-effective filing system that uses less office space, prevents misfiles, and provides the fastest, easiest filing.

If your current filing method lacks any of these basics, it is not providing you with the greatest efficiency possible! Compare your filing methods with the most efficient filing systems available for managing paper-based information.

File Folders & Pockets

Solve Unique Filing Problems with Special Features Designed Precisely to Meet Client Specifications and Fulfill Complex Requirements.



File Labels

File Identification Labels — Consistently Formatted and Combined with Color Coded Labels—Make the Folder You Need Easy to Recognize.



File Guides



Direct Users To The Appropriate File Areas, Reducing File Search Time.

File Control System

Provide 40% Faster Filing and Prevent Costly Misfiles...with Color



“Out-of-File” guides with pockets indicate the locations of folders that have been removed temporarily from the system.

File Accessories

Organize Documents and Maintain Their Appropriate Order Inside the Folder with Fastener, Dividers, Indexes and Pockets for Quick, Easy Access.



Filing Equipment Resources

Provides the Foundation for the Most Efficient, Cost-Effective Filing in Less Space than Drawer Files

Efficient, cost-effective filing is so simple to achieve that the obvious solution is often overlooked. Consider the masters of everyday speed and convenience — retail stores. From perfume to computers, sneakers to groceries —retailers know that the easiest, fastest way to find exactly what we want is to have it displayed on shelves! The benefits of this method are unparalleled!

Types of Filing Equipment



Vertical Carousels



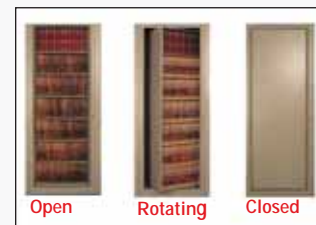
Stationary Shelving



Moveable Lateral Shelving



Moveable Aisle Shelving

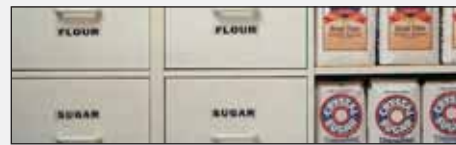


Rotary Shelving

Imagine...

... the **time** it would take to go through drawers of groceries to find all the items on a shopping list.

... every grocery store would **double in size** because of the extra space drawers would require for products.



... groceries costing more because the owner's costs are higher — **twice the space** is required for drawers.

... the **aggravation** and **wasted time** of constant waiting because only one person can use a drawer at one time.

... the **fatigue** after shopping, having repeatedly opened and closed drawers weighing 50 pounds or more.

Clearly, searching through drawers for file folders is as inefficient as opening drawer after drawer for groceries. With open shelf equipment, cumbersome file drawers are eliminated. The benefits are clear:

- **Space Savings of 75% or More**
- **Fast, Easy File Access**
- **No Waiting**