



# RECORDS AND INFORMATION MANAGEMENT



## INCREASE PRODUCTIVITY, LOWER COSTS, AND REDUCE RISK

- Comprehensive Services:** Support the Entire Records Life Cycle
- Management Expertise:** Dedicated Team of Records Professionals
- Process Improvement:** Fast, Accurate Record Retrieval and Delivery
- Greater Compliance:** Keeping You In-Step with Industry Regulations

Turn your records operations into a professionally managed information center that boosts company-wide productivity and enhances your competitive advantage. Realize these goals and more through the records management expertise of MCS Management Services. MCS offers turnkey support for every aspect of your records management needs, helping you more efficiently store, monitor, and access information.

## MCS Records Management: The Proven Team that Covers It All

Records management and information retrieval is an often unnoticed, yet core component of your day-to-day operations and long-term success. Trust this critical function to MCS' experienced and dedicated team of records management professionals. From records creation, retention, archiving, retrieval, through to disposition, MCS gets the job done right – end to end.

### Service Features:

- Complete paper and Electronic Records Management (ERM)
- On-site management, internal staffing and supervision, budget control
- Flexible staffing for peak projects and high demand cycles
- Develop and implement storage, retrieval, retention, and destruction policies
- Off-site storage management and coordination of retrievals
- Records imaging, on-demand scanning, indexing, and archiving
- Conflicts research
- Reporting on records activity, movement, and retention

## Optimizing Processes for Faster Information Access

With your records processes operating at optimum efficiency, information is accessed more quickly and easily throughout your organization. The impact is felt in better decision making, improved customer relations, lower costs, and peak company performance. MCS can help you get there through proven methodologies, best practice protocols, and enabling technologies that ensure the quality and efficiency of your entire records system

### Service Features:

- Best practices for records retention, retrieval, and destruction
- Design and integration of customized technology infrastructure – hardware and software
- Turnkey management of technology platforms
- Barcode tracking of on-site and off-site storage
- Digital file room implementation for ERM
- Taxonomy standards for indexing and file creation



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## Reducing Compliance Risk, Increasing Information Security and Availability

An improperly managed records operation exposes your company to financial risk, compromises chain of custody, reduces information security, and pulls valuable resources away from core business activities. Let MCS help you implement the strategies that will keep your records program compliant with the latest regulations, reducing your exposure to fines and penalties, while facilitating proper discovery handling. With MCS, your information is secure and available when you need it.

### Service Features:

- *Retention Policy management*
- *E-Discovery preparation, business continuity and disaster recovery planning*
- *Compliance strategies for information technology staff and respective records owners*
- *HIPPA, Sarbanes-Oxley, federal, state, and local compliance programs*
- *Off-site data backup services for electronic data*
- *Annual evaluation of off-site record and data storage vendors*



## RIM Consulting Services: Facilitating Continuous Improvement

To enhance our value and service delivery to your organization, MCS offers a wide range of Records and Information Management (RIM) consulting services geared toward improving the way you store, manage, access, and protect records and information.

### Service Features:

- *Records program audits and gap assessments*
- *Legal discovery preparation and legal hold procedures implementation*
- *Physical space recommendations – redirecting assets to revenue generating activities*
- *Technology reviews and recommendations*
- *ERM and content management systems implementation*
- *Business continuity and disaster recovery planning and consultation*
- *Customized records reporting*



## MCS MANAGEMENT SERVICES: RESOURCES YOU NEED, EXPERIENCE YOU TRUST

MCS Management Services is a leading provider of on-site business support services, including mail center operations, shipping and receiving, records management, document and content management, and related professional services. Organizations throughout the legal and corporate markets turn to MCS to reduce operating costs, streamline operations, and enhance internal service levels. Partnering with MCS puts the experience and integrity of our proven professionals in place to manage and optimize your mission-critical support functions. MCS' clients realize an improved bottom line and the freedom to focus on growing their business.

MCS Management Services is certified as a women's business enterprise through the Women's Business Enterprise National Council (WBENC).

