ZircoDATA
Smarter information management.

# Your Partner in Information Management

**Good records management is still the cornerstone for any organisation to achieve success no matter where you are or how you operate.**



# We are ZircoDATA

- Market leader in Records and Information Management (RIM)
- Service over 9000 customers.
- Superior service and solutions that reduce risk and inefficiencies, securely protecting and managing our customers' records and information 24 hours a day, every day of the year.

**Secure Storage & Records Management**

**Information Governance**

**Conversion & Digital Solutions**

**Secure Information Destruction**

**Language Services**



# ZircoDATA Locations




| | |
|---|---|
| **Australian Capital Territory** | Hume |
| **South Australia** | Pooraka |
| **New South Wales** | Erskine Park<br>Newcastle<br>Campbelltown<br>Rydalmere |
| **Tasmania** | Austins Ferry<br>Launceston |
| **Northern Territory** | Berrimah |
| **Victoria** | Dandenong<br>West Footscray<br>Bentleigh (HQ) |
| **Queensland** | Richlands<br>Banyo |
| **Western Australia** | Welshpool |
| **Singapore** | Singapore |
| **Philippines** | Manilla |

## Secure Storage & Records Management

- Secure Storage
- Culling & Cataloguing

## Secure Information Destruction

- Onsite and offsite shredding
- Once-off and regular scheduled shredding services
- Paper, specialist & media destruction

## Digital & Conversion Solutions

- Document Scanning Solutions
- Digital Mailroom
- Tape Services

## Language Services

- Translation
- Multilingual Services & Localisation
- Interpreting & Consulting

## Information Governance

- Retention & Information Governance
- Sentencing
- Data Breach Reporting

ZircoBRIDGE

ZircoDATA Payment Solutions

ZircoDATA



# Secure Storage and Records Management

# Secure Storage and Records Management

ZircoDATA is your trusted and secure provider of records and information management services.

We offer an integrated approach with storage for both physical and digital information assets.

With ZircoDATA, you have complete control and governance of your information all managed through our secure customer portal, ZircoBRIDGE.

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ZircoDATA has a range of storage options available to suit your needs:



### Carton Storage

The traditional archive box solution



### Active File Storage

For critical need, fast access and distribution of records and information



### Vault, Climate Control

For high intrinsic value items



### Digital Storage & Hosting

For digital data (including cloud solutions)



### Media Storage

For physical media data

# Collection and management of your records



Records prepared for uplift



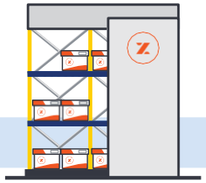
A barcode is placed on each box/file and scanned on collection



Records are transferred to secure Record Centre



Records are scanned and tracked at all times



Records are stored per requirements




All your records available through ZircoBRIDGE



Retention governance automation if required



Retrieved physically or on demand




Destruction on request

**10 MILLION +**
STANDARD ARCHIVE CARTON EQUIVALENTS STORAGE CAPACITY

**50 MILLION + ITEMS**
ACTIVE FILE STORAGE

**20K TONNES OF PAPER**
SECURELY DESTROYED & RECYCLED

**75,000 +**
SCANNED IMAGES DAILY

# Culling & Cataloguing

## Culling

Free up space at your primary on-site storage location through the re-location of your records and information to our Record Centres, as well as managing the destruction of records and information that are past their retention date.



## Cataloguing

Cataloguing ensures that you will have all the details regarding your information in each file, which improves recall efficiency and provides complete visibility of your records holdings.




» All information can be viewed and requested via ZircoBRIDGE



# Secure Information Destruction

# Shredding and Destruction

Fully certified secure destruction services for all mediums. We provide Certificates of Destruction following shredding and always maintain full chain of custody to protect your sensitive information.

Services include:

- Office Shred Bin Consoles
- Mobile On-site Shredding
- Record Centre Holdings Destruction
- Office Clean-outs (one off services and archive box/pallet destruction)
- Paper Recycling (for non-sensitive information)
- Hard Drive and Media Destruction
- E-Waste Management and Recycling





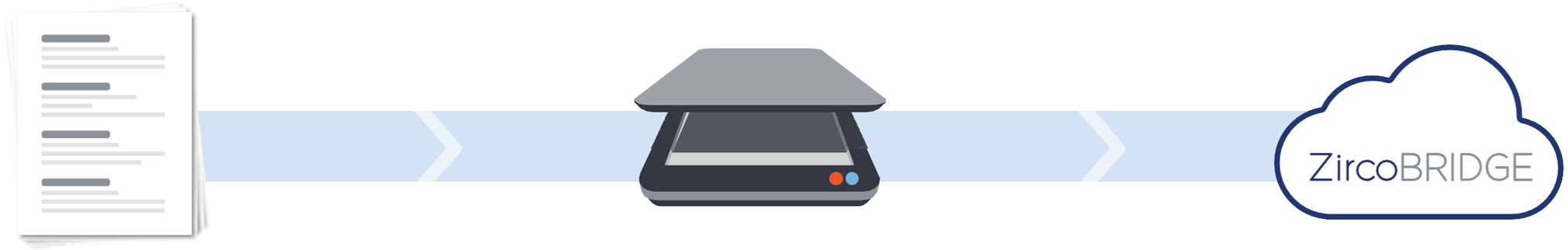
# Digital & Conversion Solutions

# Digital & Conversion Solutions

ZircoDATA provides a comprehensive range of scanning, document conversion and digital transformation solutions to meet the changing landscape of information and records management.

It's important to think about the future of your information.

By transforming your documents into searchable electronic records, but your information will be easily accessible and could deliver benefits you may not have previously considered.




Documents identified for digital conversion

Documents scanned and transfered to ZircoBRIDGE

Digital documents distributed into customer workflow

# Document Scanning Solutions

ZircoDATA offers a comprehensive range of scanning and digital transformation services to meet the changing landscape of information and records management.

Services Include:

### Scan on Demand

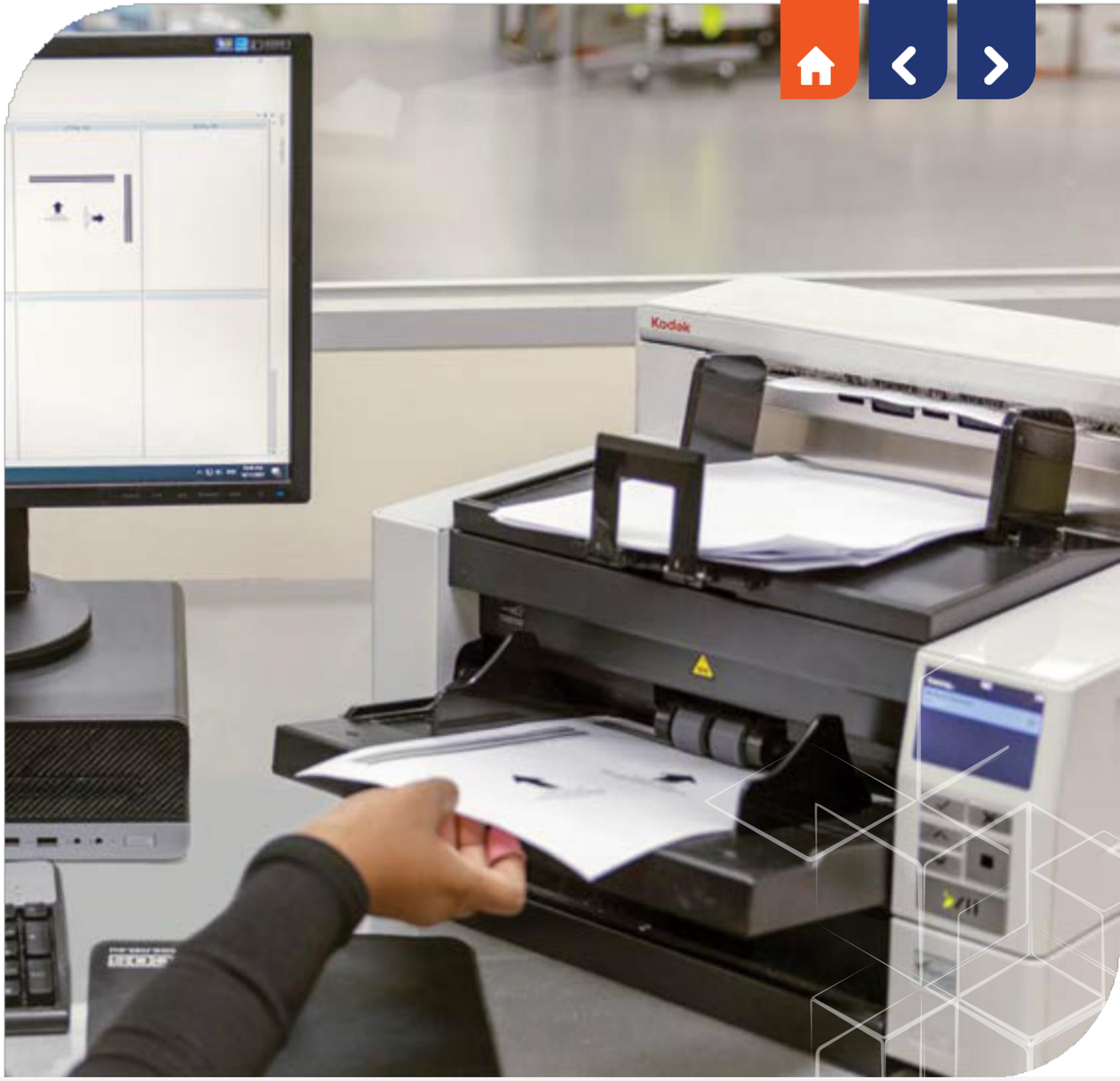
A pay-as-you-go scanning solution that delivers easy access to your important records.

### Backfile scanning

Convert all your old records to digital images providing renewed ease of access to your important information through ZircoBRIDGE, or shared with you for ingestion into your own digital repository.

### Day forward scanning

Reduce the impact of ever-growing paper records by converting documents to a digital format as they enter your organisation from a set point in time with our day forward scanning solution.



# Digital Mailroom

Have your mail collected, scanned, sorted and digitally delivered through ZircoDATA's Digital Mailroom.

ZircoDATA classifies, categories and distributes your scanned images as per your requirements.

## The Digital Mailroom Process




Mail collected from a designated location

Mail processed as per defined business rules

Digital documents distributed into customer workflow

Physical document is either returned, securely stored or shredded as per customer requirement

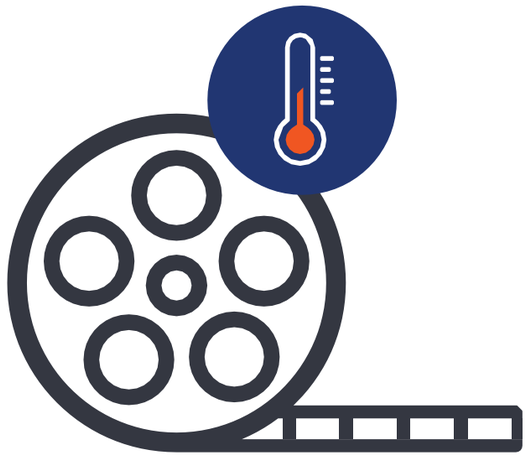
# Tape Services

**Preserve, restore, convert and securely store your tapes and historical media.**

## Tape Restoration and Virtualisation

Our restoration and conversion experts deal with many data recovery requests. From start to finish, we will carefully collect your tapes, securely transport them and begin the restoration and/or conversion process and then securely deliver in the format of your choice.

Any media can be restored and or converted to the format of your choice as required.





## Tape storage

Tapes can easily get damaged if not stored in appropriately controlled environments.

Our media vaults, located in our Record Centres, are climate controlled by state-of-the art ventilation and cooling systems and will store your tapes in optimal conditions.

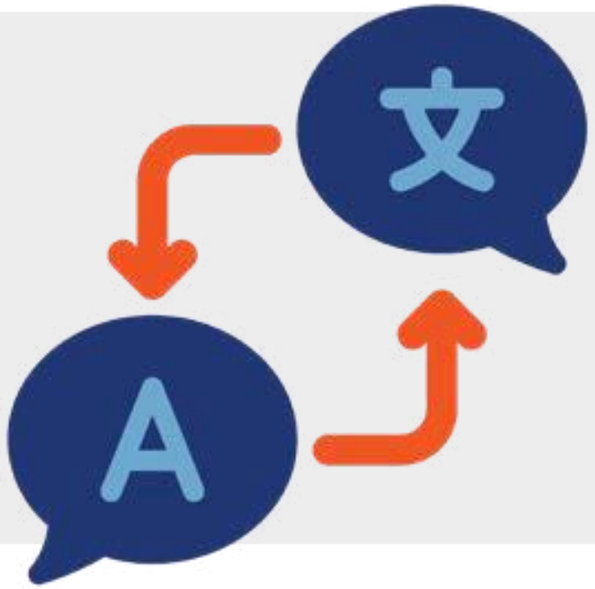



# Language Services

# Language Services

ZircoDATA is one of Australia's largest language service providers. We can translate more than 250 languages and hold ISO 17100 accreditation for translation services.

We offer translation, on-site and phone interpreting, multilingual graphic design, audio, and video services, interpreter performance assessments and related language services.



aussie translations
TRUE BLUE QUALITY IN EVERY LANGUAGE

the migrationtranslators
experts in certified translations in australia

Barnes, Thompson & Brown
Legal Translation Solutions

MEDTRANS
Medical Translation Solutions

# Translation

- Translations of all personal, official & legal document types
- NAATI certified translations with guaranteed acceptance by all Australian Authorities. (E.g. Australian Department of Immigration and Border Protection (DIBP), Department of Foreign Affairs (DFAT), the Passport Office etc)
- Certified translation services for all legal, commerce, medical, and technical purposes



# Multilingual Services & Localisation

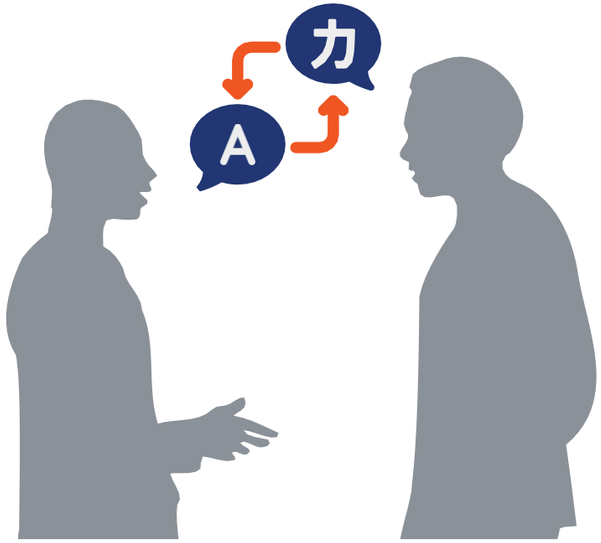
- Multilingual translations of corporate content for global markets. E.g. Marketing Materials, User Manuals, Product Information, Audio/ Video Conversions, Social Media Content, Websites and Apps
- Localised translations for Culturally & Linguistically Diverse (CaLD) communities
- Multilingual typesetting and graphic design
- Peer Review & Proof Reading

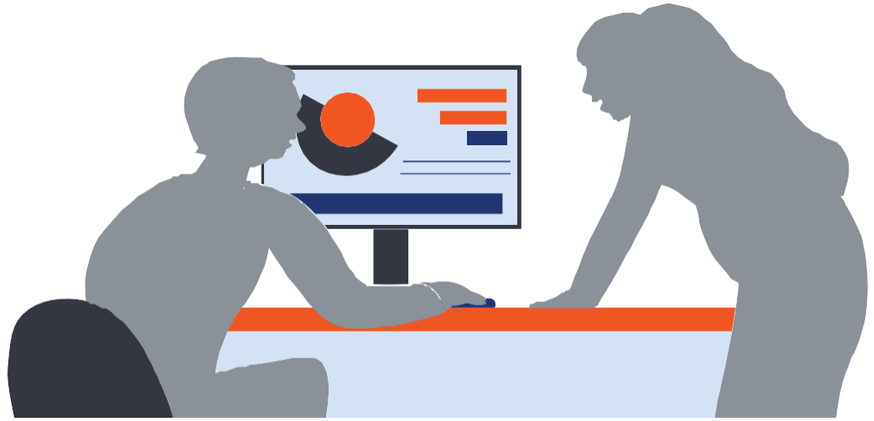


# Interpreting & Consulting

## Live interpreting

Our live interpreting services offer three options: onsite for physical presence, phone for immediate assistance, and virtual for convenient and cost-effective remote connection. Our interpreters are fluent in  in a wide variety of languages and experienced in various settings including conferences, meetings, and legal proceedings.



## Multicultural Consulting

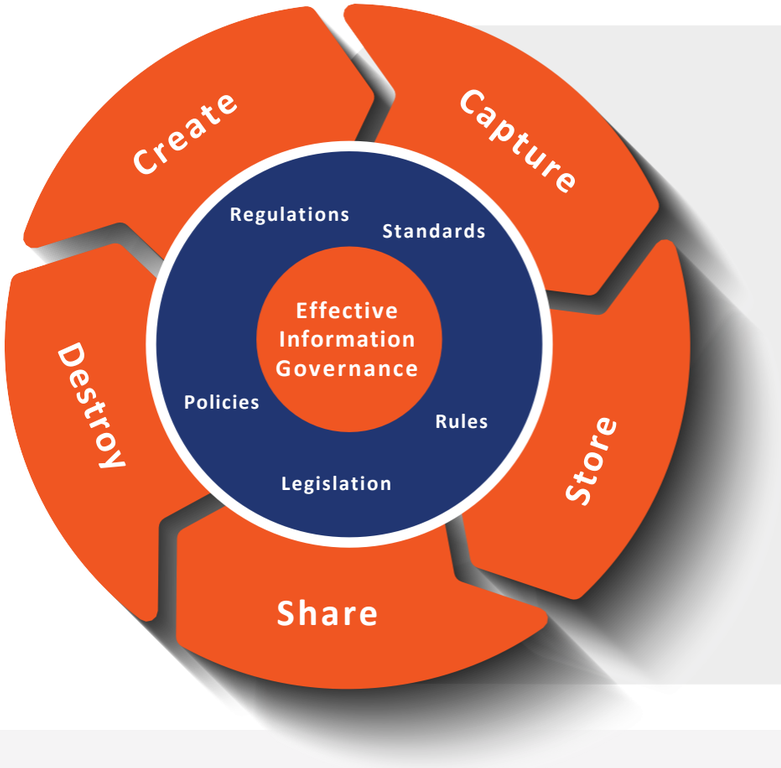
Our services include multicultural consulting for effective communication strategies, website and print design for a visually appealing and culturally sensitive presentation of your message, and localisation to adapt to diverse cultural contexts and norms.



# Information Governance

# Information Governance

Information Governance relates to every contact a company has with the information they own or interact with. It includes the way information is created, captured, stored, shared and destroyed regardless of its format.




## Why is Information Governance important?

- Discover what records you have, their location, and how long to keep them
- Increase operational efficiency through automation
- Ensure consistent classification, records retention and disposal policies
- Comply with regulations and mitigate litigation, improving risk management

# Information Governance Challenges

Businesses are affected by numerous laws and regulations related to records and retention policies. This includes the management of paper and digital records, stored on-site, off-site, or in the cloud.



## Laws & Regulations

- Global companies are impacted by more than 30,000 record-keeping laws and regulations.
- An estimated 220 change daily



## Data Silos

- More than 20 systems of record exist in most organisations. This includes paper, on-premises and cloud




## Efficiency

- Growing volumes of outdated information requires destruction to reduce cost/risk and improve efficiency



## Complexity

- Challenges with location, systems, data volume, and emerging technologies



## Retention

- Keeping a well-organised retention program with attorneys and a spreadsheet is costly and time consuming

# What is Virgo?

**Virgo is a simple to use yet powerful cloud-based legal and regulatory research solution that delivers automated retention management, linking regulatory requirements to record series in a retention schedule**



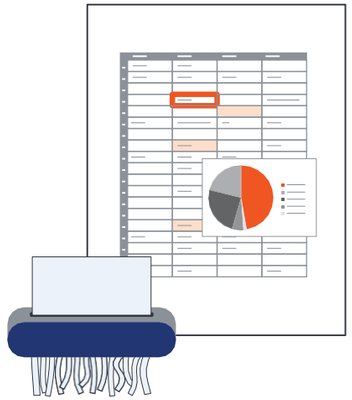
- Manages records retention and information governance policies
- Provides continuous updates on relevant legal and regulatory record-keeping requirements
- Lets users inventory private and critical information that needs protection
- Publishes retention rules across the organisation
- Informs employees, auditors and regulators consistently and easily

# Sentencing

Many companies have very specific requirements in relation to document retention and disposal that need to be adhered to.

ZircoDATA's team of sentencing experts are trained in interpreting a customer's Disposal Authority and can quickly mobilise a project team and establish a workflow to provide a consistent high-quality sentencing service.





## Benefits of sentencing

- Reduce risk through compliance with regulatory requirements
- Create cost efficiencies through reduction in storage needs
- Increased control of your records through the important capture of file metadata
- Free up in house resources to focus on core business activities

# Data Breach Reporting

**In today's digital era, every organisation is at risk of a data breach.**



ZircoDATA's Data Breach Reporting service:

- Takes the confusion and stress out of handling a breach
- Reduces associated risk to your organisation by guiding you through reporting to regulatory bodies
- Is delivered within regulated timeframes providing proof of compliance if a breach occurs
- Provides a defensible position should the event progress to litigation




# ZircoBRIDGE

# ZircoBRIDGE

ZircoBRIDGE provides a platform for coordinating and managing all information and retention management requirements through any web enabled device.

ZircoBRIDGE functionality includes the capability to:

- search for any record in storage
- request pickups
- add items to an existing box
- manage bin/shredding requirements
- view images online
- order supplies
- view order history
- request specific records all online, from anywhere
- set retention periods across your various records based on your retention policies'.





# ZircoDATA Payment Solutions

# ZircoDATA Payment Solutions

ZircoDATA offers a completely customisable payment solutions program for the exclusive use of our customers to help facilitate their project work.

Advantages of a ZircoDATA Payment Solution:



### Improved Cash Flow

Our first goal with ZircoDATA Payment Solutions was to remove budget limitations for our customers



### Tax & Accounting Benefits

GST Input Credits and Interest can all be claimed with a payment solution



### Flexibility

Our payment solutions are designed to allow for changes, add-ons and updates; if your project scope changes the payments can be adjusted to facilitate.



### Convenience & Speed

We deliver payment programs to our customers quickly and easily. Most programs can be calculated and implemented in the same day!

# Thank You

ZircoDATA