



Records Management

2020-2021 Board Report

Curtis W. Davis Sr. | Director | April 20, 2022

SEE THE IMPACT



Who We Are

Anthony Washington – Operations Manager

Phyllis Gage – SNR Customer Support & Imaging Specialist

- ❖ Delia Cruz
- ❖ Eldi Meza
- ❖ Chi Edwards
- ❖ Claysha Byrd
- ❖ Nikoll Mitchell

Michael James – SNR Records Center Technician

- ❖ John Sessions
- ❖ Robert Gipson
- ❖ Brandon Fisher
- ❖ Jesse Gee
- ❖ Donald Mims

About Us:

Created in 1992 at the request of Harris County school districts, we support school districts' Records Management programs in Harris, Fort Bend, Galveston, Brazoria, Montgomery, Liberty, Walker, Waller, Polk and Orange Counties.

Records Management

Services Provided

- Provide delivery and pickup services
- Scan an estimated 50,000 high school student transcripts annually
- Provide online web order entry system for all Records processes
- Help districts cut costs by destroying eligible records annually
- Protect customers' records from fires, floods and identity theft
- Provide digitizing services for all types of documents
- Provide secure paper consoles and recycling bin services
- Provide online web access and support for digital images scanned
- Train existing records management officials on changes in retention schedules
- Provide paper shredding services



RECORDS
MANAGEMENT

Records Management

Data Highlights



Electronic/web orders completed
4,360



Transportation stops
3,368



Boxes destroyed
18,798



Manual work orders completed
570



New boxes received
18,642



Images scanned
1,859,715



Bin rotation
780

Records Management

Key Highlights

We had a record year scanning over 1,800,000 images

95 % customer satisfaction with the services received

In 2020-2021 we expanded our service area into 1 more county in Texas

100% contract renewal with existing customers

More than 22 million documents scanned in our Paper-Vision database

Awarded a City of Houston two year PW/WW indexing, storage and imaging project

Trends

- We are still training customers virtually
- Records Management companies are building new processes with a strong focus on digitization and document management best practices
- Data security remains paramount
- Affordability is a prime concern for organizations recovering from the pandemic
- More competition will drive down the price to digitize records

Records Management



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Questions?