

*"Things are **much** better now!"*

## Control Beats Storage

Law firms deal in facts, and facts must be documented. For that reason, records generated by law firms are crucial. One prominent Cincinnati law firm discovered switching to BIS from another records storage company made the retrieval of needed files quick and easy, and the purging of expired records effortless.

**WOOD & LAMPING LLP**  
ATTORNEYS AT LAW

**Wood & Lamping LLP** was founded in 1927 by a small group of seasoned attorneys, including a former Chief Justice of the Ohio Supreme Court and two former Superior Court Judges. Today it remains one of the most experienced and respected firms in the tri-state.

Brian Knauer, Information Technology Manager for Wood & Lamping, has been in charge of their records since 2002. When he took them over, he found several problems. *"We had multiple internal databases",* Brian says, *"and none of them could 'talk' to the database at the records storage company we used to use. Sometimes we'd call to request a file, and we would be told it wasn't where our database said it should be."* Brian adds, *"The people at the old storage company didn't want to look for individual files, so to get what we wanted we had to retrieve entire boxes and find it ourselves."*

*"Things are **much** better with BIS!"* Brian says. *"We don't use internal databases anymore—BIS tracks everything for us. It's all very comprehensive and precise. I know everything we put into BIS's BISfile® Item Tracking system is accurately recorded, and we have access to everything at all times. BIS's error-checking and organizational tools make us confident we know what's stored in each of our boxes."*

Keeping inactive records in good condition is also very important. Attorneys often need old files for research or to file appeals. *"When we moved to BIS from the old company, we discovered many deteriorating boxes,"* Brian said. *"That's a problem we should never have had. Had we not moved to BIS, we would not have discovered the problem until we needed those records because no one from the old company bothered to tell us what had happened."*

Brian sees a big difference with BIS. *"The old company wanted to get us to store more and more boxes,"* he says. *"Purging our records was a logistical nightmare. BIS looks out for our best interests. BIS helps us organize what we need to keep and purge what we don't."*



BIS helps customers control their records by creating Disposal Schedules for all their records. BIS notifies customers when files are eligible for destruction. BIS helps customers to focus on only what is necessary to achieve compliance and purge everything else. That helps customers save time, control cost, and reduce risk and liability.

*"If there is one word I would use to describe BIS, it is **dependability**,"* Brian says. *"I put a lot of confidence and trust in BIS, and they have never disappointed me."*