



"Zasio has been great to work with, especially the techs. No matter what questions or concerns there are they take time to understand what is going on and help you to understand the how and why of things."

Jeanette Kilpatrick
Corporate Records Manager
Service Corporation International

Summary

Service Corporation International (SCI), North America's largest provider of funeral and cemetery services, narrowly dodged a disaster after a tropical storm flooded downtown Houston, Texas submerging all of the company records that were stored in the basement. The natural hazard prompted SCI to freeze-dry 2.3 million records and partner with Zasio Enterprises, a global expert in information governance and records management.

After a careful review of needs and objectives, the two industry leaders worked together on the implementation of Zasio's flagship technology, Versatile Enterprise™, and a corresponding add-on, Versatile Imaging™. The result? A comprehensive and sound records and document management solution for SCI comprised of a full catalog of restored physical records along with corresponding digital replicas of each document.

Objectives

- Implement a secure, comprehensive and flexible technology solution to find, track, hold and legally destroy records
- Image, index and store the affected, freeze-dried records alongside new records in Versatile Enterprise™
- Prevent future losses of the same magnitude

Solution

To help SCI protect, secure and manage their physical and electronic records, the Zasio team:

- Implemented the Versatile Enterprise Records Management system with the Versatile Imaging add-on module
- Migrated legacy metadata into the Versatile database
- Trained users on day-to-day usage of the application
- Configured barcode readers for efficient location tracking
- Provided best-practice guidance for the imaging and quality checking of all restored and new records

Results

The partnership between SCI and Zasio has proven to be successful, providing:

- Disaster-proof redundancy of physical records in digital form
- Reduced cost of physical delivery now that records can be viewed online
- Timely and defensible destruction of physical records
- Confidence that vital corporate records are well managed

About Zasio

Zasio has over three decades of service in Information Governance. We focus on one thing, helping businesses not only get started in records management but maintain top-of-the-line Information Governance (IG) programs. Since we started in the industry, we've recruited a team of experts, including software developers and technicians, attorneys, analysts, Certified Records Managers (CRMs), Information Governance Professionals (IGPs), and Certified Information Privacy Professionals (CIPPs)—all in-house—who not only keep up with evolving IG trends, but who can also scale our Versatile solutions to meet the demands of both customers new to records management and seasoned veterans. It's no wonder why thousands of companies, including half of the top 20 Fortune 500, have trusted our software solutions and expert consulting services to implement world-class Information Governance programs.

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