

2025 | Issue 3

The Quarterly Journal of the International Secure
Information Governance & Management Association



The Compliance Curve: Staying Ahead in the RIM and Shredding Industry

From Records to Responsibility: FERPA Compliance in
Document Destruction

Expert Advice from a CSDS to Help Prepare You for Microsoft
Ending Support for Windows 10

Shred School Preview

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INTERNATIONAL HEADQUARTERS

3030 N. Central Ave., Suite 706
Phoenix, AZ 85012
602-788-6243
480-658-2088 (fax)

info@isigmaonline.org
www.isigmaonline.org

i-SIGMA Administrative Contacts

NATHAN CAMPBELL
Chief Executive Officer
Extension 2001

GINA LENTINE, CSDS
Editor-in-Chief / Vice President of
Marketing & Events
Extension 2008

JENNIE GIFT, CSDS, CRA
Vice President of Member Services
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W. PRICE BRANNON
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Regulatory Compliance Manager
Extension 2011

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FROM THE EDITOR

Autumn always feels like a fresh start — a season of energy, ideas, and new connections. Here at i-SIGMA, it's one of our busiest (and most exciting) times of the year.

We're counting down to Shred School 2025 in Charlotte, and the anticipation is building. This year's theme, "Speedway to Success," is all about momentum — helping secure data management professionals fine-tune their approach, strengthen their teams, and keep their businesses running at full speed. It's hands-on, practical, and packed with takeaways you can use right away.

Our new Webinar and Roundtable Series have also taken off in ways that make us proud. These programs have created real spaces for conversation — where members can share insights, swap ideas, and dig into what matters most across our industry. The participation and feedback have been incredible.

And as we move through the season, we're also getting ready to share more about our Annual Conference & Expo — the theme, the speakers, and all that's to come. There's so much in the works, and we can't wait to bring it to life with you.

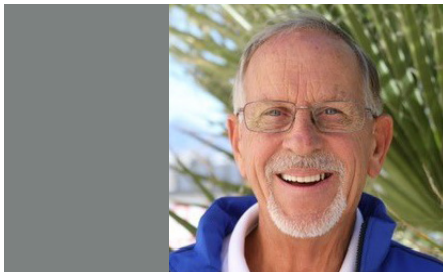
Thank you for being part of this community, for showing up, and for helping make every program stronger. Here's to a great fall season — and everything ahead.

Warmly,

Gina Lentine

Vice President, Marketing & Events

International Secure Information Governance & Management Association (i-SIGMA)



PRESIDENT'S MESSAGE

I can't believe this year has flown by as quickly as it has. It seems like yesterday we were at the Gaylord Texan attending a fabulous conference.

A lot has been going on, and the i-SIGMA staff and committees have been very busy planning next year's conference in San Diego, next month's Shred School in Charlotte, and working on new programs and benefits for our members. So, if you want to know the newest and latest, you need to attend the 2026 conference; I promise you won't regret it.

At this year's conference, we are having a special 2–4-hour session for the members in storage of records or anything else that generates revenue. If you are presently storing products or interested in starting a storage facility, please attend this session. The session will consist of brainstorming ways to increase ROI, scanning opportunities, how ITAD may fit into your business, reaching out to other similar businesses, breakout sessions, and sharing information. We don't plan on having a speaker and want to focus on growing your business and seeing what other ways we can create new customers. All this is still in the infant stages of planning and more to follow.

With that being said, details for the conference should come out soon. When you receive the early registration, I highly recommend you take advantage of the benefits and book your rooms and travel, you won't want to miss it.

I am excited about attending my 9th Shred School this year, November 5&6 in Charlotte, NC, USA. They are always adding new and exciting sessions and speakers. This year we are in the Racing Capital of the World and will race our way to sharing ideas and experiences with each other.

We are also gearing up for the elections. I hope that if you are interested in helping grow membership, adding additional benefits, and being involved with other members around the world, that you consider running for a board position you think you can add value to. I've had the best experience and gained valuable insight into the industry, being on an outstanding board and additionally making lifelong friends.

Last, I want to encourage you to reach out to the staff and thank them for all the hard work they do daily. They are always there to help. I also would like you to thank our corporate partner members when you are ordering products or just calling them for a quote or to say hi. Without them, we are unable to accomplish a lot of what we do.

A handwritten signature in black ink that reads "Rick Jackson".

Rick Jackson, i-SIGMA President, 2024-2025

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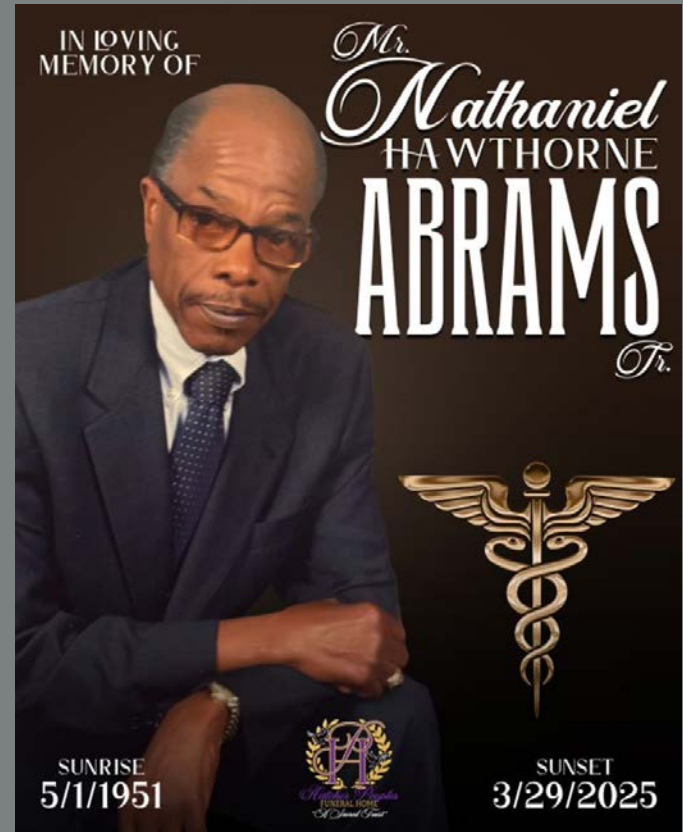
It was great meeting with everyone who stopped by the i-SIGMA booth last week at the ITAD2025 Summit in Las Vegas, NV! Consider adding on ITAD to your business services! Come see us at more upcoming conferences this year. Our next events will be at ARMA InfoCon, October 19-22 in Phoenix, AZ, USA, and E-Scrap, October 27-29 in Grapevine, TX, USA.

In Memoriam - Nathaniel H. Abrams, Jr.

i-SIGMA mourns the passing of longtime member, Nathaniel Abrams, Jr.

Never one to be complacent, Nathaniel embraced entrepreneurship, founding Abrams Mobile Document Destruction Services, Inc. in 1999, a time when fewer than 300 shredding businesses existed nationwide. His locally owned company remains a testament to his vision, fostering both economic growth and environmental responsibility within the community.

Nathaniel H. Abrams, Jr. lived a life of purpose, impact, and unwavering faith. His final act was not one of departure, but of a legacy that will continue to inspire future generations.



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The Compliance Curve

Staying Ahead in the RIM and
Shredding Industry

By Amanda Cavanah, CSDS



RIM and secure shredding are more important than ever in today's environment due to a variety of regulatory, technological, and societal factors. Let's take a closer look at these evolving influences on our industry, and why compliance is playing a larger role in our policy making, day-to-day processes, and strategic decisions.

Regulations like HIPAA (1996), PIPEDA (2001) and FACTA (2003) have shaped our industry over the past few decades. More recently we have begun to see a rise in global privacy regulations such as GDPR (2018) and state/provincial privacy regulations such as CCPA (2020) and Québec's Law 25 (2001, amended 2022-2024). These laws often require businesses to implement data minimization, secure disposal, and privacy impact assessments, which directly affect RIM and shredding protocols.

New this year are several state-level regulations:

- Delaware Personal Data Privacy Act (DPDPA), effective Jan 1, 2025, mandates clear privacy policies and secure data destruction.
- Iowa Consumer Data Protection Act (ICDPA), effective Jan 1, 2025, requires secure handling and disposal of personal data.

- Maryland Online Data Privacy Act (MODPA), effective Oct 1, 2025, requires secure data destruction and breach notification.
- Minnesota Consumer Data Privacy Act (MCDPA), effective Jul 31, 2025, includes secure disposal mandates.
- Nebraska Data Privacy Act (NDPA), effective Jan 1, 2025, includes penalties for improper data disposal.
- New Hampshire Privacy Act (NHPA), effective Jan 1, 2025, requires secure disposal of personal data.
- New Jersey Data Privacy Law (NJDPL), effective Jan 15, 2025, enforces data protection and disposal standards.
- Tennessee Information Protection Act (TIPA), effective Jul 1, 2025, requires privacy policies and secure data handling.

Proposed additions and updates include a HIPAA Security Rule Update, and revisions to PIPEDA aimed at consumer privacy and artificial intelligence. If passed, the two regulations would increase the standards around data handling and disposal protocols.





As regulations evolve, we also need to ensure the technologies we rely on to manage and protect information are also changing. The rise in cloud-based storage, digitization, and AI/automation technologies have led to both challenges and opportunities for the RIM and shredding industry.

Rapid changes in digital technology capabilities have introduced new complexities that require strategic adaptation by those in our industry. To stay compliant with increased cybersecurity related protocols, RIM and shredding companies will need to proactively assess their data environments and implement solutions that also align with operational realities. Transitioning from legacy systems to modern infrastructure isn't always easy, but companies can make the move easier by choosing scalable tools, focusing on systems that work well together, and working with experienced partners who know how to manage change effectively. Partners who are NIST or ISO 27001 compliant will understand the underlying privacy compliance requirements.

Technological advances also come with a host of opportunities for RIM and shred business. These include digital records management and disposal services, collaboration opportunities with cloud-based platforms, cost savings and ESG goal support through the reduction of storage space and fuel use, and AI driven efficiency. Those who attend the Shred Idol Boys sessions at the conference have heard all about how AI can be used in creative ways to generate leads, understand your market, develop talk tracks, and more.

Beyond technology, societal shifts have also influenced how we work and manage data. In the last decade, we have seen a significant transformation in how organizations and society operate, driven by global events, shifting societal values, and technological advancements.

A rise in remote and hybrid work environments has led to a decentralization of information access and storage. With an increase in accessing sensitive data through cloud

platforms and mobile devices, the need for secure digital access controls and disposal protocols for both physical and digital records in home and satellite offices is significantly elevated.

At the same time, we have seen a rise in Environmental, Social, and Governance (ESG) initiatives becoming central to corporate strategy. This shift has encouraged sustainable practices such as recycling shredded materials and reducing paper use, positioning shredding and RIM providers as key partners in helping organizations meet their ESG goals.

The overall industry impact from these regulatory, technological, and societal changes has led to several key takeaways:

- Standardized secure disposal practices are needed more than ever across many industries.
- Elevated compliance expectations are making data disposal a critical part of data governance.
- There are new opportunities for RIM and Shredding companies to expand into compliance consulting, digital data destruction, and risk management services.

As the compliance curve continues to rise, those in our industry can thrive by remaining agile, informed, and proactive. By embracing innovation, aligning with societal changes, and staying ahead of regulatory shifts, RIM and shredding professionals can not only meet today's demands but help shape the future of secure information management.



CONTRIBUTOR



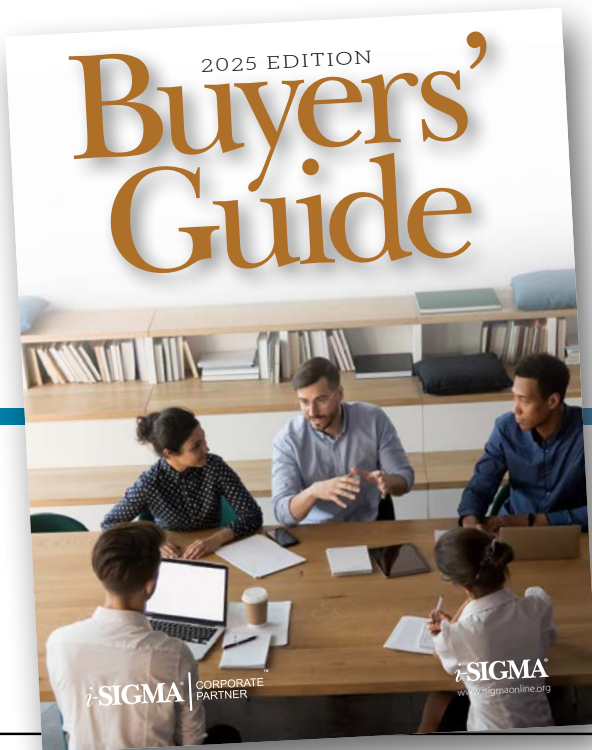
Amanda Cavanah, CSDS

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From Records to Responsibility

FERPA Compliance in Document Destruction

By Angie Wade, CSDS, ICCO





The Family Educational Rights and Privacy Act (FERPA) was enacted and signed into law on August 21, 1974. It is a federal law that governs the access to and privacy of student education records. FERPA applies to all educational institutions that receive funding from the U.S. Department of Education which includes virtually all public schools and most private and postsecondary institutions.

While no single incident directly caused FERPA's creation, it was part of a broader wave of privacy-related legislation during the early 1970's. Privacy rights were gaining national attention, especially after the Watergate scandal and the establishment of the Privacy Act of 1974. Senator James Buckley (NY) was a key sponsor of FERPA, pushing for greater parental control over education records.

Parents and students often had no legal right to inspect or challenge information in educational records, even if it was inaccurate or damaging.

Schools and universities sometimes shared personal or academic information with third parties (like law enforcement, employers, or military recruiters) without consent.

Before FERPA, there was no federal standard governing how educational institutions handled student records, leading to inconsistent practices across schools and states.

FERPA & Data Security: Destruction of Records

While FERPA does not explicitly prescribe how to destroy records, educational institutions are responsible for safeguarding student data at all stages of its lifecycle **including disposal**.

Best practices for FERPA Compliance for Schools should include:

- Staff training for all who access student records
- Implement role-based access control to sensitive data.
- Use secure document storage and destruction protocols.
- Designate a FERPA compliance officer or team.
- Provide annual notices of FERPA rights to families.
- Conduct routine audits of data handling practices.

Why Secure Destruction Matters

Improper disposal (e.g., throwing paper records in the trash or discarding unencrypted hard drives) **can lead to FERPA violations**, loss of trust, and potential penalties.

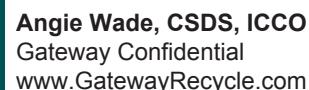


The U.S. Department of Education's Family Policy Compliance Office (FPCO) is responsible for enforcing FERPA. While individuals (students or parents) cannot sue directly under FERPA, they can, however, file a complaint with the Family Policy Compliance Office (FPCO), which investigates violations. As a primary enforcement mechanism, violations can lead to the U.S. Department of Education withholding federal funds from any educational institution that fails to comply with FERPA.

FERPA itself does not impose monetary fines, but violations can lead to civil lawsuits for related issues (breach of confidentiality), loss of public trust, and possible legal settlements under other applicable laws.

FERPA is not only a regulatory obligation, it is a trust agreement between families and schools. In today's world of cyber threats, identity theft, and privacy concerns, strict adherence to FERPA not only keeps institutions compliant but also demonstrates a deep respect for the students they serve.

CONTRIBUTOR



i-SIGMA is excited to announce a new way to stay connected while learning helpful industry tips from leaders in the space. Our roundtables will be held virtually each month, with a new topic base each time.

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Expert Advice from a CSDS to Help Prepare You for Microsoft Ending Support for Windows 10

By Colin Scott, CSDS





As a Certified Secure Destruction Specialist (CSDS), I'm trained to look at technology transitions through the lens of risk and security. When support ends, your machines may still run, but at what risk? Microsoft has announced that support for Windows 10 will end on **October 14th, 2025**. I believe it's my responsibility as a CSDS to highlight the data security implications, especially when it comes to the millions of IT devices that will soon be retired.

While many IT teams are focused on upgrading to Windows 11, I believe the bigger question for i-SIGMA members is: What happens to all those Windows 10 devices once they come offline?

I have been in the data destruction industry for 16 years. I am responsible for IT Asset Disposition (ITAD) at Reclamere, a Cybersecurity company. We protect and destroy our clients' data, reduce

risks, maximize asset value, and ensure compliance through NAID AAA Certified Data Destruction. As a CSDS, I want to share some key considerations and best practices to help our industry not only prepare for, but also lead our clients through, this critical change.

So why does this matter to us? When Microsoft stops supporting Windows 10, organizations will no longer receive critical security patches or updates. This creates an immediate risk! These unsupported devices can introduce weaknesses into otherwise secure networks. Devices running Windows 10 will become attractive targets for cybercriminals. All industries will be subject to noncompliance if unsupported systems are still in use. For i-SIGMA members, this presents an opportunity to step in as trusted advisors, guiding clients toward a secure and compliant transition strategy.



To me, the end of Windows 10 support is more than an IT event; it's a data security event. As a CSDS professional, my role is to protect our clients from risks they may not even see coming, and this transition is a perfect example. By proactively engaging clients, reinforcing certified destruction standards, and embedding secure ITAD into migration planning, we can protect sensitive data while positioning our services at the center of one of the largest technology transitions in recent years. We don't just protect data, we protect reputations, compliance, and trust.

CONTRIBUTOR



Colin Scott, CSDS
Sr. Account Executive,
Reclamere

My advice to Fellow i-SIGMA Members:

1. Educate Clients Now - Position the end of Windows 10 support as both a risk and a reason to implement secure IT Asset Disposition programs.

2. Make Certified Data Destruction the Default - Emphasize that only NAID AAA Certified providers can guarantee proper handling of end-of-life Windows 10 devices. Highlight chain-of-custody, secure transport, and verifiable destruction mentions.

3. Integrate with IT Planning - Partner with your clients' IT and compliance teams. Offer to be part of the migration roadmap so secure data destruction is built in from the beginning.

4. Offer Flexible Programs - Whether it's scheduled pickups, subscription models, or one-time purge projects, give clients options to make the process painless.

5. Use This as a Business Development Opportunity - The Windows 10 transition will touch every organization. Frame this moment as a chance to expand services, deepen client trust, and differentiate your company as a forward-looking security partner.

Colin Scott brings sixteen years of practical experience in Executive Account Management with Reclamere, working closely with clients in the healthcare and financial sectors. Through Reclamere, Colin provides superior customer service and peace of mind that his clients are compliant with environmental recycling standards as well as the strict HIPAA and FFIEC guidelines surrounding data security and data destruction. Colin is a Certified Secure Destruction Specialist (CSDS) and a graduate of Slippery Rock University of Pennsylvania with a degree in Marketing and a Minor in Sports Management.



SHRED SCHOOL 2025

SPEEDWAY TO SUCCESS

In today's competitive market, staying ahead requires a commitment to continuous growth. Shred School, a cornerstone event in the industry, is crafted to provide you with the skills, strategies, and insights necessary to excel. Engage with industry experts, share ideas, and build powerful connections that can drive your business forward now and in the future. Don't miss this chance to invest in your success and elevate your potential this fall in Charlotte.



Benefits of Attending an i-SIGMA Shred School

In addition to all the amazing benefits of attending Shred School, including earning your Shrededucation & CSDS CEU through extensive industry training from advanced trainers, there is more that you receive by attending this two-day workshop:

Meal Inclusions: Meals are on us! Don't stress about finding somewhere to eat during and after a day of networking and learning. Attendees will have lunches both days and the first day's dinner on us.

Educational Speed Networking: Enjoy a dedicated happy hour session where you can enjoy a drink while networking and connecting with event sponsors, who will share key industry tips and insights.

Meet Us in Charlotte

Experience the southern charm and modern energy of Charlotte while attending this year's Shred School. Although you'll be busy training and networking during the two days of Shred School, unwind afterwards by exploring Uptown's vibrant nightlife or strolling through the scenic gardens at the Daniel Stowe Botanical Garden. Sports fans can catch the excitement of being in the speedway capital

by visiting the Nascar Hall of Fame, while history buffs may enjoy the Levine Museum of the New South. Don't miss Charlotte's thriving culinary scene—whether it's famous Carolina barbecue, farm-to-table dining, or craft breweries, there's something for every taste. You may even want to extend your stay to soak in all the culture, flavor, and energy this growing city has to offer. enjoy the Levine Museum of the New South. Don't miss Charlotte's thriving culinary scene—whether it's famous Carolina barbecue, farm-to-table dining, or craft breweries, there's something for every taste. You may even want to extend your stay to soak in all the culture, flavor, and energy this growing city has to offer.





But Wait! There's More...

While there are natural benefits to attending Shred School, like the in-person collaboration and networking, Shred School attendees who attend the live event in Charlotte will also receive perks with their registration, including a t-shirt and notebook.

One of the best things about Shred School is

the small size that the event affords for maximizing time within workshops, networking, talking with trainers, and gaining knowledge from the sponsors available onsite to share experiences. With this in mind, registration will be limited to ensure this small, collaborative experience continues, so make sure you register early!



The 2025 Lineup

Each year, the i-SIGMA team takes in current industry trends, regulations, and topics to create a lineup of sessions fit for the entire team. New this year, we are amping up and re-writing session content to fit the current wave of the industry! The full curriculum can be found online at www.shredscool.org/curriculum.

Shred School 2025 will be just the thing you and your team needs to develop actionable takeaways, re-energize, and think critically to help your business and professionalism soar.

We can't wait to see you in Charlotte!



2025 Sponsors

We want to thank our wonderful 2025 Shred School sponsors for supporting our association and helping to make this event so special.

Registration Open NOW



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SAVE THE DATE!

2026 i-SIGMA Conference & Expo



LOCATION

San Diego, CA

HOTEL

Sheraton San Diego Resort

DATES

March 29: Pre-Event Activities

March 30-31: Main Conference

April 1: CSDS Exam and
Board of Directors Meeting



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Member News: Harris American Announces Launch of New Company Website

Cordele, GA – Harris American Company, an i-SIGMA corporate partner member, is pleased to announce the launch of the new company website at HarrisAmericanCo.com as we continue the formal integration of three wholly owned Avis Industrial Corporation subsidiaries, American Baler Company, Harris Waste Management Group and International Baler Corporation, into one business unit. Harris American harnesses the legacy of combined 295 years of business operations, offers the largest breadth of recycled materials baling solutions across four manufacturing locations and supports the largest global installed base of balers for recyclable materials.

The new website, HarrisAmericanCo.com, provides the industry with a comprehensive view of the Harris American product lines, industries served, and materials that the company has a long and rich history handling. Additionally, the site provides interested parties detailed product specification and brochures, a “find your authorized dealer” page, and the ability to request information including new equipment quotes. As we continue the site development, features such as interactive chat assistance, online parts ordering, and customer portals will be added – just to name a few.

DJ VanDeusen, President of Harris American, says “I could not be more pleased with the initial response to the formation of Harris American from our customers, suppliers, dealers and employees. Through the whirlwind of business integration activities, I am especially thrilled by the response

to our new company branding. The launch of HarrisAmericanCo.com is a critical step in our branding focused on making it easier for organizations to do business with us and to tell our company story.”

Harris American product lines include single-ram, horizontal, two-ram, ferrous and specialty balers; scrap metal and automobile shear/baler/loggers; and high-volume waste and scrap compactors. The company is headquartered in Cordele, Georgia, with operating locations in Cordele and Baxley, Georgia; Bellevue, Ohio; and Jacksonville, Florida. For ongoing company updates please visit HarrisAmericanCo.com

Based in Upland, Indiana, Avis Industrial Corporation is a privately held industrial holding company. Through its nine wholly owned subsidiaries, each trusted brands in their sectors, Avis is focused on long-term growth, value creation and the continuous elevation of manufacturing capabilities across its portfolio and dedicated to being an innovative and diversified global supplier of quality products and creative solutions.

Member News: O'Neil Software Achieves SOC 2 Certification, Reinforcing Commitment to Information Security and Customer Trust



IRVINE, CALIFORNIA – O'Neil Software, an i-SIGMA Corporate Partner Member and provider in records and information management software solutions, proudly announces its successful completion of the SOC 2 Type II certification, a key milestone in its mission to deliver enterprise-grade security, transparency, and trust to its clients worldwide.

The certification underscores O'Neil's commitment to safeguarding customer data across its flagship platforms, including O'Neil Stratus®, O'Neil Mobile®, O'Neil Order®, O'Neil Bridge®, and the emerging Annex.com marketplace. As commercial record centers, enterprises, and government agencies continue to demand greater accountability in data handling, O'Neil's independently verified security controls provide the assurance needed to meet stringent regulatory and operational standards.

"Security and trust have always been foundational to our product strategy," said Alan Robinson, Chief Operating Officer at O'Neil Software. "Achieving SOC 2 certification demonstrates our ongoing commitment to protecting customer data and delivering reliable, secure cloud solutions that scale with our clients' needs."

SOC 2 compliance aligns with O'Neil's broader strategy of securing its position as the industry's most secure and scalable platform. O'Neil's Stratus cloud hosted solution features advanced security architecture, including multi-factor authentication, end-to-end data encryption (in

transit and at rest), and real-time, role-based access controls. Single Sign-On (SSO) adds a seamless layer of secure authentication, underscoring O'Neil's commitment to data protection, compliance, and operational integrity.

With this certification, O'Neil reinforces its role as a trusted service provider for over 1,000 records and information management companies in 100 countries, committed to operational excellence and continuous innovation in information governance.

About O'Neil Software

O'Neil Software is a global leader in records and information management software solutions. Our cloud-based and on-premises solutions deliver operating and financial efficiency to physical records centers in more than 1,000 locations across 100 countries. Discover more at oneilsoftware.com.

Media Contact: Pete Kreiser

communications@oneilsoftware.com
+1-949-341-9131

Member News: Infoshred Acquires Secure Eco Shred

East Windsor, CT – Infoshred, an i-SIGMA Service Provider Member Company, has acquired Secure Eco Shred, a document shredding and hard drive destruction service formerly based in Brookfield, CT. The acquisition will increase Infoshred's existing footprint in Connecticut and New York. The combined company will be headquartered at the Infoshred facility in East Windsor, CT.

Mike Smith founded Secure Eco Shred along with his wife, Elaine, in 2004. He will aid in the transition, introducing Eco Shred's current customers to the expanded services Infoshred offers.

"We're thrilled to welcome Secure Eco Shred customers to the Infoshred family," says

Member News

Infoshred President and Founder Stacey Lombardo. “Both Infoshred and Secure Eco Shred were built on the same foundation: treating our customers like partners and protecting the confidential information that matters most to them. Mike and Elaine wanted to ensure that their customers and employees would be transitioned to another family-owned business that would treat them fairly and maintain the level of service they have come to expect. By combining our strengths, we’re able to offer that with even more resources and support behind them.”

About Infoshred

Infoshred provides secure destruction and storage of valuable business information. The company provides total life cycle management, from storage to destruction, for paper documents, electronics, and faulty, outdated, or recalled products. Infoshred offers secure document shredding on-site or at their protected plant in East Windsor. Infoshred’s 50,000-square-foot Secure Archives Center provides a controlled environment for the long-term or short-term storage of customer records. The company is an i-SIGMA NAID AAA Certified Information Destruction Contractor, and a certified Woman-Owned Small/Minority Business Enterprise established in 1993. For more information, go to Infoshred.com

Media Contact: Andrea Obston

aobston@aomc.com
860-803-1155

Member News: Secure Records Solutions Named to the 2025 Inc. 5000 List of America’s Fastest-Growing Private Companies



With Three-Year Revenue Growth of 80%,

This Marks Secure Records Solutions’ Third Appearance on the List

THOMASVILLE, Ga.— Secure Records Solutions (SRS), an i-SIGMA Service Provider Member Company, has once again been recognized among the nation’s fastest-growing private companies, earning a spot on the prestigious Inc. 5000 list for the third time. This honor reflects the company’s 80% three-year revenue growth and continued commitment to helping organizations modernize how they manage, access, and protect their records.

“This recognition is the result of our team’s unwavering drive to deliver solutions that make a real difference for our clients,” said Christopher Powell Jones, CEO of Secure Records Solutions. “We measure success by the problems we solve and the trust we earn, and this honor reinforces that we’re on the right path.”

The Inc. 5000 provides a data-driven look at the most successful independent, entrepreneurial companies in America. Past honorees include household names such as Microsoft, Meta, Chobani, Under Armour, Timberland, Oracle, and Patagonia.

This year’s list highlights businesses that have thrived despite inflationary pressures, workforce shifts, and changing economic conditions. Across all honorees, companies added more than 48,000 jobs to the U.S. economy in the past three years.

“Making the Inc. 5000 is always a remarkable achievement, but earning a spot this year speaks volumes about a company’s tenacity and clarity of vision,” says Mike Hofman, editor-in-chief of Inc. “These businesses have thrived amid rising costs, shifting global dynamics, and constant change. They didn’t just weather the storm—they grew through it, and their stories are a powerful reminder that the entrepreneurial spirit is the engine of the U.S. economy.”

For the full list, company profiles, and a searchable database by industry and location, visit: www.inc.com/inc5000.

Member News

About Secure Records Solutions

Secure Records Solutions helps organizations nationwide solve their most complex records management challenges through document scanning, secure storage, and compliant destruction services. Guided by The SRS Way—our commitment to innovation, integrity, implementation, and continuous improvement—we strive to improve lives by solving problems and creating sustainable solutions. Headquartered in Thomasville, Georgia, SRS serves over 1,600 clients in highly regulated industries across the U.S. and abroad. Learn more at www.securerecordssolutions.com.

More about Inc. and the Inc. 5000

Methodology

Companies on the 2025 Inc. 5000 are ranked according to percentage revenue growth from 2021 to 2024. To qualify, companies must have been founded and generating revenue by March 31, 2021. They must be U.S.-based, privately held, for-profit, and independent—not subsidiaries or divisions of other companies—as of December 31, 2024. (Since then, some on the list may have gone public or been acquired.) The minimum revenue required for 2021 is \$100,000; the minimum for 2024 is \$2 million. As always, Inc. reserves the right to decline applicants for subjective reasons.

About Inc.

Inc. is the leading media brand and playbook for the entrepreneurs and business leaders shaping our future. Through its journalism, Inc. aims to inform, educate, and elevate the profile of its community: the risk-takers, the innovators, and the ultra-driven go-getters who are creating the future of business. Inc. is published by Mansueto Ventures LLC, along with fellow leading business publication Fast Company. For more information, visit www.inc.com.

Member News: DHS Worldwide Powers Global Transformation with Access Information Management's Transition to Total Recall Envision Core



DHS Worldwide Software Solutions, and i-SIGMA Corporate Partner Member Company, has announced the successful transition of Access Information Management — North America's largest private records and information provider — to Total Recall Envision Core. The modernization spans more than one billion information assets across 10 countries and territories, unifying services, boosting performance, and preparing Access for continued growth.

"We've always leveraged award-winning innovation, and Total Recall Envision Core elevated our strengths with next-gen capabilities," said Carole Baker, Vice President of IT at Access Information Management. "The service-based architecture has made significant improvements in performance across record center servicing and billing clients."

Key Goals Driving the Transformation

- **Unify** multiple system interfaces into a single modern platform
- **Increase** operational speed and responsiveness across all service lines
- **Streamline** billing processes to accelerate cash flow
- **Enhance** the client experience with faster, smoother service tools
- **Build** a future-ready technology foundation to support ongoing growth

Solution Highlights

- **Unified Platform** – All core operations now run in one system for improved visibility and collaboration.
- **Modern Navigation** – A redesigned interface simplifies record and order management, improving adoption and speed.
- **Optimized Billing** – A next-gen billing engine automates workflows and shortens invoice cycles.
- **Enhanced Service Tools** – Global search, file matching, and smart grids enable faster fulfillment.
- **Enterprise-Ready Architecture** – Expanded metadata capacity, global character support, and robust APIs unlock scalability.

“Envision offers remarkable flexibility in how we interact with data intelligence — through expanded APIs and services that we’re only beginning to tap into,” added **Matt Herron, Senior Business Systems Engineer at Access.**

Proven Results

- **Enterprise-Scale Management** – Over 1 billion information assets unified on a single platform.
- **Future-Ready Infrastructure** – 10 billion metadata fields modernized for scalability and global support.
- **Performance Gains** – Screens and searches now load up to 10× faster, with tasks completed in up to 50% fewer clicks.
- **Billing Efficiency** – Invoicing time reduced by 70%, accelerating cash flow.
- **Productivity Boosts** – Automation and streamlined workflows increased throughput across departments.

“This was a major effort powered by innovation and strong collaboration,” said **Chuck Sowers, President and CEO of DHS Worldwide.** *“We’re proud of the outcome and excited to see Access leverage Envision Core to elevate service and drive operational excellence worldwide.”*

About DHS Worldwide Software Solutions

For over three decades, DHS Worldwide has been a trusted leader in information management technology, serving commercial, corporate, and governmental organizations. With over 1,500 operations worldwide relying on Total Recall® software, DHS Worldwide provides Records Management, Secure Destruction, Data Protection, and Digital Imaging solutions that drive business success through innovation and industry expertise.

About Access Information Management

Access Information Management is the largest privately-held records and information management services provider in North America, with operations spanning the U.S., Canada, Central America, and South America. The company partners with organizations of all sizes to manage the full lifecycle of their information — from secure records storage and imaging to data protection, digital access, and secure destruction. With a focus on compliance, security, and customer service, Access helps businesses reduce risk, improve efficiency, and unlock greater value from their information assets.



New i-SIGMA Service Provider Members

Celestica Oregon of Portland OR, USA
Data Eclipse Solutions, LLC of St. Petersburg, FL, USA
Dream Green Recycling of Adams, MA, USA
Epodium, Inc. of Pleasanton, CA, USA
Greenbyte of San Jose, CA, USA
The Lighthouse of Houston of Houston, TX, USA
MedXwaste of Illinois of Bloomington, IL, USA
Ombligo, Inc of Brooklyn, NY, USA
RE Data Solutions, LLC of Prairieville, LA, USA
Silverback Shredding Service of Decatur, TX, USA
TDR Recycle of Arlington, TX, USA
Techbros of Scottsdale, AZ, USA
Victory Elite Tech LLC of Lanham, MD, USA



New i-SIGMA Corporate Partner Members

Daniels Health of Chicago, IL, USA
Marcell's Paper & Metal: Expert Recycling Solutions of Chicago, IL, USA
Wingmate of Toronto, ON, Canada



New NAID AAA Certified Members

Access CIG, LLC of East Brady, PA, USA
Belco Works, Inc. in Saint Clairsville, OH, USA
Blue Water Secure Shredding of Port Huron, MI, USA
Dedicated Networks Inc in Ramsey, MN, USA
Full Circle Electronics in Westminster, CO, USA
GreenTek Solutions, LLC of Stafford, TX, USA
Hobi International, Inc. - Dallas in Dallas, TX, USA
PCs for People of Seattle, WA, USA
Recycletech DBA Assetworx in Springville, UT, USA
Renew IT Group Pty Ltd in Lane Cove West, NSW Australia
Technology Conservation Group, Inc. in Lecanto, FL, USA



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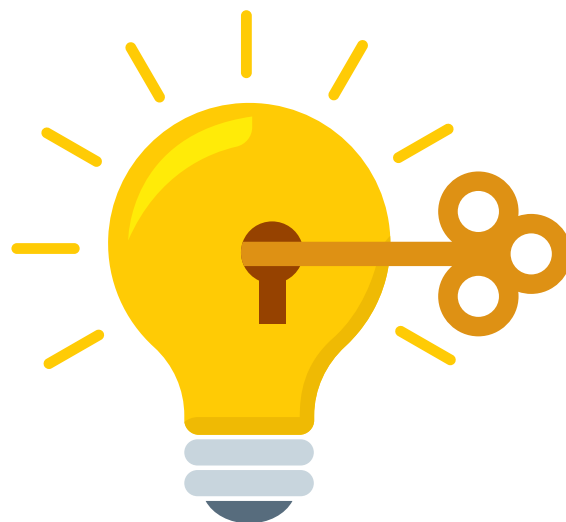
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www.shredschool.org

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F 480-658-2088

info@isigmaonline.org

3030 N. Central Ave., Ste. 706

Phoenix, AZ 85012, USA



The International Secure Information Governance & Management Association™ (i-SIGMA®) is the industry trade association, enforcing standards and ethical compliance for approximately 2,500 secure data destruction and records and information management service providers on six continents. i-SIGMA currently maintains the most rigorous and widely accepted data-security vendor-compliance certifications, NAID AAA Certification® and PRISM Privacy+ Certification®, with hundreds of governments and thousands of private contracts using the programs to meet their regulatory due diligence requirements.

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