

AccessAbility Uses Immedion to Ensure Security of Customer Information

AccessAbility Services Inc

AccessAbility Services, Inc. is a document management solution provider helping regional companies meet cost and performance challenges head on. They provide document management solutions to businesses, both public and private, and government entities throughout the southeast. In 2007 they saw an opportunity to work with Immedion LLC, South Carolina's first fully dedicated data center services provider for managed data center services. By partnering with Immedion, AccessAbility has been able to expand their service offerings and ensure security compliance to better meet the demands of their customers.

15 Years of Providing Business Solutions

Mark Efird, AccessAbility's CEO, started the company in 1994. At the time, he was selling computer supplies and saw an opportunity to solve an invoicing problem for one of his customers. Mark came up with a way to help his client electronically manage and archive their invoices saving them a substantial amount of time and money. Over the past 15 years, AccessAbility has grown considerably and currently services many customers in multiple industries.

Today, the focus of AccessAbility Services is to help clients with retention policies, online document access and workflow processes. Smith Drug Company in Spartanburg SC is a prime example of how AccessAbility helps organizations improve efficiencies. Smith Drug needed a better way to manage their manifests. Drivers, upon delivery, would get a "wet" signature from distributors and would come back to the main facility with sheets of signatures, which would then be put in boxes and stored. When an audit was requested, someone would have to physically retrieve the boxes of signatures. This would take up to 14 days to do. Now, these signatures are scanned immediately and archived electronically. What used to take two weeks now only takes two minutes.

Security Matters

As leaders in efficiency planning, AccessAbility saw an opportunity to think "big picture" when they decided to use Immedion for managed server hosting services. By outsourcing their data center needs, they were better able to

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CEO
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Hal Westmoreland
Head of Sales
AccessAbility Services Inc



focus on providing their customers with complete business solutions in an extremely secure environment. "We handle very sensitive data for our customers and Immedion offers a level of security that we couldn't achieve onsite. The cost wouldn't have been worth it" shares Efird.

Immedion is a SAS 70 Type II certified company, meaning they've passed rigorous audits to ensure they are following industry proven best practices to protect client information. This has worked to AccessAbility's advantage. "We've passed special security audits because our servers are at Immedion," comments Efird.

Customers Care

AccessAbility appreciates the many benefits Immedion has to offer and the extent to which Immedion has gone to be a top tier service provider. "With Immedion, we get all the benefits of having a data center without the headaches of running one," comments Hal Westmoreland, head of sales for AccessAbility. "When we tell our customers their data is in a data center, backed up, protected and under tight security, our customers feel better about using our solution for their critical information."

Customer Care

Along with the data center services, "Immedion has been wonderful to work with," comments Efird. "The service has always been extremely reliable. Plus, I can let anyone at Immedion talk to my customers and I don't have to think twice about it because I know they will give my customers the same level of service that I would, that's just how they do business."

Looking Ahead

AccessAbility plans to grow and expand their partnership with Immedion as their customer base grows. With the security Immedion provides, AccessAbility is able to provide more tailored solutions for their customers. The future is looking very strong for AccessAbility and they know Immedion will be there to back them up the entire way.

