

The Firelock Link

Physical Security for Computer Hardware and the Media Archive

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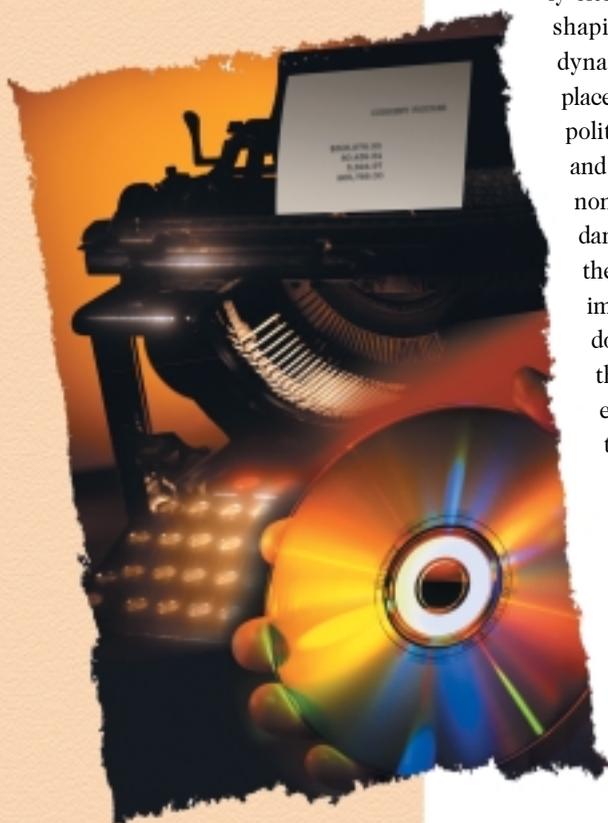
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throughout for more
in-depth information!*



OUR CHANGING WORLD

By Terry Smith
President, FIRELOCK Fireproof Vaults

Like beauty, in many ways perceptions of today's business environment lie in the eye of the beholder.

Some say that this is the most exciting time to be in business. Others deem it to be the most challenging.

In reality, the truth probably falls somewhere in between – especially if your chosen profession is in the field of records management.

Indeed, anyone who has opened a daily newspaper or tuned in to CNN in recent months, could easily cite many of the factors shaping the current dynamic global marketplace. Both the obvious political confrontations, and the more subtle, but nonetheless potentially dangerous conflicts like the Enron scandal, are impacting the way we do business today. And, the effects of these events will likely continue to be felt for many years to come.

That being said, the question then becomes how do we not only effectively deal with the challenges we are facing in the current business

climate, but position ourselves to continue to be successful in the business world of the future, whatever it may look like?

At this point, none of us has all of the answers, but people like Mike Pemberton are at least starting to dream about the possibilities. Mike is the executive editor of ARMA's *International's Information Management Journal* and on Page 2 he shares some of his thoughts about the opportunities that lie ahead, as we delve even deeper into the digital age.

Plus, when times do get tough, it's comforting to know that you have a strong network of friends to back you up. On Page 4, you'll learn more about a national support group that one day could become one of your biggest F.A.N.'s.

Finally, as with all of life's struggles, information is the key to success. To that end, we have provided you with highlights of the exciting results of a recent firetest conducted on a FIRELOCK vault (Page 8).

Hopefully you will find the information included in the pages of this newsletter to be both useful and inspiring as you master today's business challenges and prepare for the exciting world of tomorrow. ■

DIGITAL PRESERVATION: ROCKY ROAD OR GOLDEN OPPORTUNITY?

By J. Michael Pemberton, Ph.D., CRM, FAI



he use of digital media in record keeping continues to increase — and for good reasons.

Digital is abundant, readily available, cheap, offers high capacity information storage, accommodates many document formats, sustains high-speed access times to large volumes of data by multiple users, and enables instant information sharing world-wide. Digital is here to stay.

But what kind of **staying power** does digital media offer? Some 20 percent of the data from NASA's 1976 Viking mission is lost; many Vietnam-era POW and MIA records cannot be read; and Penn State lost all but 14 of 3,000 files containing student records. Many of us have ourselves discovered data “gone” from our own tapes and floppy discs. Some have been victimized by the unstable data of others: “Sorry, sir, our computer seems to have no record of you.” Experience and common sense lead us to doubt those like Andy Grove (Intel), who claims “digital is forever; it doesn't deteriorate.”

The fact is that we are entering a period when customers will discover that long-term or permanent digital information “archived” on magnetic media has vanished. (Hopefully, customers will make such discoveries before the media leaves for the records center.)

Lemon or Lemonade?

Despite management's bias against “old data,” some older data being accessioned will become increasingly valuable—rather than obsolete—because future Knowledge

Management initiatives will include data mining of older information. Records, then, that once had value only to document transactions will be recycled for new purposes. It is important, then, that we position ourselves to understand and actively advise customers about maintaining the integrity—and thus the value—of data in records centers. Examples of opportunities for new services are noted below; they go beyond passive receipt of magnetic media for storage along with media rotation services.

As more organizations gain a global perspective and acquire more trading partners and business associates, greater emphasis will be placed on trust, confidence, and security. Those values apply to information assets as to (1) their quality (correctness, timeliness, credibility) and (2) to their physical integrity as well. Strategies to maintain stored data effectively and to add value to it will be widely welcomed.

In the Beginning

At first, computers merely computed. That is, they crunched numbers—many of them and very fast. They were not being used for spreadsheets, word processing, database management, or maintaining records. In the days before magnetic tape, paper tape with eight channels of binary data

(“holes” and “no holes”) were used to feed instructions and raw data into the system. In the late 1940s, paper tape gave way to the use of magnetic tape as magnetic tape used for audio recording also emerged. The irony is that magnetic tape, the product of short-term magnetic force, was never expected to be permanent. The valued product from its use? Paper printouts!

The irony is that magnetic tape, the product of short-term magnetic force, was never expected to be permanent.

Opportunities

If, for the foreseeable future, tape continues as the preferred storage medium, what are the critical variables that must be addressed? And what are our potential roles?

- **Climate control:** accelerated aging (http://www.firelock.com/aging_test.htm) tests undertaken by the National Media Lab have shown that we need to revise our thinking about temperature and humidity control downward. The colder and dryer, the better (as low as 40° F and 20 percent relative humidity for long-term storage.) If such new temperature and humidity standards are accepted by organizations, the cost to build their own facilities for this purpose will be beyond the means of many. With hundreds of customers, however, we may be able to develop the facilities to support such standards. A climate control assessment of our customers' information storage facilities might lead to use of this service.

- **Environmental threats:** as suggested above, data may be lost due to environmental factors (see http://www.firelock.com/environmental_threats.htm in addition to poor climate control; these include airborne particulates, such as organisms (e.g. fungus) and chemicals, UV light, vibrations, stray magnetic fields, and others. Here is an opportunity for us to offer environmental evaluations, done either by us or under contract by other service providers.
- **Handling and transportation:** the likelihood of damage and information loss increases with the amount of handling and

transportation of the media. Automatic offsite backup or electronic vaulting services at commercial records centers should reduce these problems. Arrangements could be made to send the customer's data, when needed, back the same way. Some commercial records centers now provide this service, but I believe that, along with audits of media handling at the customers' sites, this will become an increasingly attractive item on all of our service menus.

- **Optimal media quality:** to a degree, the quality and stability of recording media drive data

integrity. It is in the best interests all of us and our customers to choose the best media available — not the low-bid. We can develop an educational role here, providing, perhaps, on-site seminars on problems related to media selection and suppliers.

- **Alternatives to a media conservation focus:** while the issues and services mentioned above will be of value to many customers, alternatives to focusing on media problems may be in order for others. While some commercial records centers offer microfilm-

Continued on Page 9

CUTTING THROUGH THE CONFUSION – IS THERE AN "IDEAL" CONDITION FOR MEDIA STORAGE?

 Understanding the "ideal" conditions for media storage is a complex issue. Many factors come into play, including such questions as:

- Is the media being stored as archival with no planned activity?
- Will the media be used as a backup rotation and move in and out of the media library?
- What are the temperature and humidity of the computing environment?
- What are the types of media being stored?

The goal of the media vault is to first protect the vital information assets from destruction due to aging. This is accomplished by providing the ideal storage environment. After all the role of the vault is to protect media from destruction.

The chances of a catastrophic fire or arson are far less than

chances of continually changing temperature and humidity. Exposure to dust and corrosive elements in the business workplace are common. Unknown magnetic fields and electrical interference in the media storage area are prevalent. All of these in concert damage or destroy media in a long-term storage environment.

In contrast, storage in a magnetically shielded vault with the proper temperature and humidity controls and air filtration can extend the lifetime of media by a factor of three.

Achieving the proper environment requires working with specialists who deal with this problem and who have developed the hardware and procedures to create the ideal environment. This problem is not solved with common heating and air conditioning systems. Controlling the humidity to the ideal requires special dehumidification, vapor barriers, and precise

monitoring equipment.

It is common to hear in the industry "Our vaults are environmentally controlled." It is the skill and precision of these controls that insures long-term survival of your most valuable information assets.

Few examine the importance of the storage hardware. Slotted storage that protects the media and prevents UV damage is a valuable asset in media storage vaults. Thousands of tapes and cartridges are damaged or destroyed each year by rough handling. This is also part of the environment issue. Temperature, humidity, contaminants, air quality, storage cabinets, resident containers and transportation carts, electrical and magnetic interference are all part of the proper storage solution if what is on the media is of mission critical nature. ■

FIRELOCK

Affinity Network

When life gets tough, it's nice to know that we can count on our friends to back us up. And, that's the idea behind the FIRELOCK Affinity Network, or F.A.N. Club for short.

The F.A.N. Club membership consists of records management companies and data storage centers across the country who have made the important commitment to offering their customers the high level of protection and peace of mind that a FIRELOCK vault brings. And, it includes other industry leaders whose products, services and general advice/counsel supports the FIRELOCK mission of consistently providing our customers and yours a level of protection and security that not only meets but exceeds industry standards.

Indeed, the F.A.N. Club membership is an impressive list whose ranks are continually growing.

The members of the F.A.N. Club can serve as a valuable resource to corporations looking for a high quality, professional off-site location to safely store their vital records. In a way, F.A.N. Club membership can be seen as a mark of excellence, much like the Good Housekeeping Seal of Approval.

And, we also hope that the F.A.N. Club members will also serve as a resource to each other, working together for their mutual success.

Here, we are proud to share with you the members of the FIRELOCK Affinity Network and to profile some of the members of the F.A.N. Club in more detail to help you to get to know them a little bit better.

We will continue to feature the F.A.N. Club and its members in future issues of this newsletter, and we hope you appreciate their stories as much as we do.

The New England Archives Center, Holyoke, Mass.

William Bagshaw of the New England Archives Center, headquartered in Holyoke, Mass., is eagerly anticipating the completion of his firm's new FIRELOCK vault. The vault will be located in Windsor, Conn., and will be an asset to all of his center's customers, which primarily include the New England states and parts of upstate New York.

Bagshaw says that he decided on a FIRELOCK vault after researching several other options, including the feasibility of building his own vault. "I like the idea of the ease of construction and the speed that it will be done with the FIRELOCK vault, as well as the fact that as my business grows, I can expand the FIRELOCK vault to a larger size. Plus, I consider Hugh (Smith, FIRELOCK vice president) and Terry (Smith, FIRELOCK president) to be leaders as far as their knowledge in terms of industry regulations. I am confident that they are keeping up with the latest regulations and needs of the data storage vaults."

The New England Archives Center has been in the records management business since 1955, according to Bagshaw, and moved into data vault storage in 1975.

"The founders of the company started out in the early 50s as a response to the Cold War, primarily servicing savings banks and S&Ls and credit unions," Bagshaw explains. "We provided a service



where we microfilmed their valuable documents such as loan notes and their daily work — all their one-of-a-kind documents. Through time we have grown to be more of a ‘down-the-street’ business where we service literally all segments of business and as well as public institutions.

“Through time, we have gone from storing paper to putting things onto microfilm and often micrographics,” he says. “We have been offering electronic imaging solutions for the last seven to 10 years. So our challenge has been to be a one-stop source for our customers and our varying customers’ needs. We feel that by offering the service of data storage, box storage and imaging services puts us at a competitive advantage.”

Document Management and Storage, Nashville, Tenn.

Another new member of the F.A.N. Club, Bernie Strawn says construction on his FIRELOCK vault was finished this spring. For Strawn, the decision to go with a FIRELOCK vault had a lot to do with the FIRELOCK team itself.

“Well, I was pretty impressed with Hugh,” Strawn explains. “I just listened to him at different (industry) meetings about how well he actually knew his product.”

Founded five years ago, Document Management and Storage primarily serves the medical community in Nashville, specializing in the storage of things like x-rays and mammograms, Strawn says.

“We are two minutes away from three major hospitals, so we spend most of our time going back and forth each day,” Strawn says.

That being said, Strawn says that one of the biggest challenges facing his company is making his cus-

tomers in the medical community more aware of and more comfortable with his services. “A lot of the doctors still don’t want to let go of anything,” he says, “and our major efforts are to familiarize them with some of the services and give them a comfort level in terms of some of the services that we are able to offer. Most of the doctors are real possessive of their files. Through coaxing and a lot of hand holding we have been able to get them to realize that when they do request something and need in it in 30 minutes or an hour, we are close enough to offer that service.”

The stability of the storage environment is also very attractive to the music and recording industry in Nashville. Ironically, Strawn says that his business faces a lot of competition in Nashville, but that the competition is helpful to his company’s growth.

“It is kind of a dichotomy,” he says. “You would never think that that would happen, but the competition makes customers aware of the storage industry for the different fields and once their eyes are open, our only job is to sell ourselves, not to sell the concept as a whole.”

PRO-TECT, Inc., Waukesha, Wisc.

George Sweet’s position in the F.A.N. Club is a little different than most, since Sweet doesn’t actually own a FIRELOCK vault any more. And yet, Sweet, who represents the Russ Bassett Corporation of Wittier, Calif., may actually be one of FIRELOCK’s biggest fans.

Russ Bassett manufactures Gemtrac’s, which Sweet describes

as “the most high density state-of-the-art protection storage system on the market today.”

Sweet, who ran his own data storage business for 14 years, now helps Russ Bassett to market Gemtracs to off-site storage companies around the world. In the process of trying to convince storage companies of the value of Gemtrac, he also tries to help them see the incredible value and protection they will get from combining the Gemtrac system with a FIRELOCK vault.

“Since the Gemtrac is high density and Hugh’s vault is fire-protected, they can start with a small vault and grow, instead of a large vault and trying to fill it out,” Sweet explains. “They can double stack the Gemtracs and in an area that is 10 feet wide by 10 feet long by 16 feet high, they can get 50,000 tapes.”

“Hugh and I have projects going all over the world right now,” Sweet adds. “We believe that the most economical way and the correct way to get in the data protection business is to use what we call a ‘FIREtrac’ system, and the FIREtrac system is a FIRELOCK vault and Gemtrac.” ■



Photo courtesy of Russ Bassett

Russ Bassett’s Gemtrac is the most high density state-of-the-art protection storage system on the market today.

FIRELOCK

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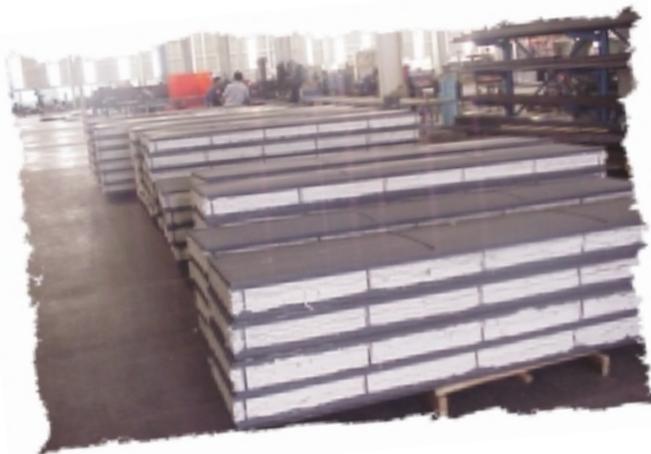
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Are you considering building a FIRELOCK Media Vault and joining the "F.A.N." Club? Specific considerations and Industry Standards are available at http://www.firelock.com/mediavault_considerations.htm



PROOF POSITIVE: THE FIRELOCK COMMITMENT TO YOU

By Hugh Smith
FIRELOCK Vice President



FIRELOCK recently commissioned OMEGA Point Laboratories, Inc. of San Antonio, Texas to put our modular fireproof vaults through a series of tests designed to show how the vault holds up under an extended full-scale blaze.

We selected Omega Point to run the test because Omega was capable of testing the entire vault as a unit, per the UL 72/ASTM E-119 Time Temperature Curve, rather than individual vault components as done in the past.

Omega had the right equipment in terms of size and functionality to subject the entire vault to a large-scale fire-test and accurately reflect what the vault does in the real world, which up until now we couldn't do. We knew how well our product did in smaller tests, but we felt the time had come to take things to the next level — especially in light of the tragic events of September 11th.

We are pleased to tell you that our vaults passed the test with flying colors. Our small vaults — which measure less than 18 feet by 18 feet — were able to withstand exposure to temperatures of 2000 degrees Fahrenheit while maintaining an interior vault temperature of less than 125 degrees Fahrenheit for a period of two hours. And, our larger vaults lasted more than three hours.

As you may know, current industry standards require vaults to maintain

an internal temperature of below 125 degrees Fahrenheit during a fire for one hour, so FIRELOCK vaults double and in many cases triple this base-line protection. As a result, FIRELOCK's larger vaults will now carry a Class 125 Computer Media Rating for a full three hours and Class 150 Computer Equipment Rating for four hours.

Clearly, these test results become very significant as organizations seek to protect their computer room environments and not just their vital media records. Computer media is extremely fragile — it is destroyed at temperatures above 125 degrees Fahrenheit and for that reason it needs to be stored in vaults that hold the temperature extremely constant during a catastrophic fire. After all, a computer disk can be destroyed sitting on the dashboard of a car on a hot summer day. The purpose of the vault is to protect a company's valuable records until the fire can be controlled. And, you want to give the fire fighters as much time as possible to do their job.

We are also proud to report that since the vault system withstood the first four hours of the test so easily, Omega Point asked us to extend the



test to five hours. Such tests are typically halted at four hours, since 8-inch thick concrete vaults fail at this time span — a fairly ironic practice when you realize that concrete vaults do not protect computer media, since they allow the vault to rise to 212 degrees Fahrenheit



within minutes of fire exposure.

Then, we got what may very well be the best possible confirmation of the value and protection provided by a FIRELOCK vault. After five hours of testing, our vault panels were subjected to an eight-minute exposure to high pressure fire hoses, during which time no failure of the panel assembly occurred, which means that during a real fire the records inside would still be intact!

To put the value of such protection in perspective, according to statistics from the National Fire



Protection Association, 47 percent of all businesses that suffer a catastrophic fire are out of business within one year. Ninety percent of those firms whose records are destroyed are no longer in business a year later.

Recent events have caused architects, risk managers and executive management to pay closer attention to providing high-integrity protection for vital records. In the past, designers or those intent on cutting costs have chosen four-hour rated wall assemblies which were never intended for vault design. Things like walls of multiple layers of gypsum board or steel

partitions, which do not carry certification for media vault protection and are not structural in a catastrophic fire, expose management to claims of negligence. Vital Records Vaults must comply with

the National Fire Protection Standard for the Protection of Records NFPA 232. FIRELOCK is proud to offer such protection. ■

http://www.firelock.com/press_release1.htm

Unventilated Vaults Constructed of the following sizes:	OMEGA POINT Label
9' x 9' or larger in either or both dimensions	Class 125 - Two Hour
9' x 9' or larger in either or both dimensions	Class 350 - Four Hour
12' x 12' or larger in either or both dimensions	Class 150 - Three Hour
18' x 18' or larger in either or both dimensions	Class 125 - Three Hour
20' x 20' or larger in either or both dimensions	Class 150 - Four Hour
28' x 28' or larger in either or both dimensions	Class 125 - Four Hour

Classification 11020 Vaults/Listing No.16394-1

DIGITAL PRESERVATION: ROCKY ROAD OR GOLDEN OPPORTUNITY?

Continued from Page 3

ing or imaging services, the use of so-called “hybrid technology” (simultaneous filming and scanning) may be the service that can best address the need for fast access to high volumes of information (optical disk systems) and the need for long-term preservation (archivally processed microfilm). Many customers cannot themselves afford this technology; with a sufficient customer base, however, many of us can. Well into the future, we will find paper, film, and digitally-based information resources existing side-by-side in most organizations. Commercial records centers would do well to consider this reality as they engage in strategic marketing.

Conclusion

The basic function of every manager in every sector is the protection and enhancement of an organiza-

tion’s resources. This discussion addresses both these imperatives; opportunities for new services in this area will increase. A shared view of and concern for an organization’s information assets and the technologies used is important. Ultimately, however, it’s about content.

If the information on the digital media had no content value, why would organizations create and maintain it — internally or off site? Required retention is but one factor. Added to a focus on data stability and preservation will come others; these may include helping customers identify new ways to use data they thought had very limited value. Helping customers add value and enhance information assets may, in turn, be limited only by the way we think about opportunities to help manage information more effectively.

(<http://www.firelock.com/longtermstorageproblems.htm>)

Mike Pemberton is 25-year veteran in records and information management. As a consultant, he has created and improved several records management programs and put a company in the commercial records storage business <http://www.theimpros.com>. He has been a full-time records manager, librarian, and archivist. Pemberton is a Professor at the University of Tennessee, Knoxville. Pemberton is the Executive Editor of the Information Management Journal, the international professional journal of ARMA International. He has been interviewed on information management topics by newspapers such as the Los Angeles Times and the Washington Post. In 1998, Pemberton became a Certified Records Manager (CRM). A presentation on the subject of digital decay problems is available at the address below:

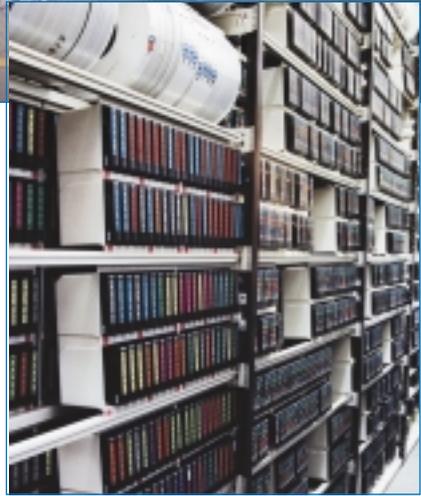
<http://www.sis.utk.edu/faculty/pemberton/presentations.html>

BY THE NUMBERS

Even in this changing world, there are some things you can still count on. Inch per inch, modular vaults still offer the most cost-effective filing solution available on the market today.

(<http://www.firelock.com/photosof.htm> and <http://www.firelock.com/125vault.htm>)

And, remember, in terms of fire protection, hourly ratings are not as long for file cabinets as for vaults. Plus, file cabinets can not be environmentally conditioned to the rigid controls available with vault chambers. This causes more imaging costs and labor when diminished images must be reconditioned.



Modular Vault

1000 square-foot floor area
required to achieve
50,800 filing inches

Filing cost per inch
Paper = \$3.38
Data reels = \$4.88

Total data storage cost = \$247,904
Total paper storage cost = \$171,704

File/Safe Units

3710 square-foot floor area
required to achieve
50,800 filing inches

Filing cost per inch
Paper = \$12.36
Data reels = \$26.00

Total data storage cost = \$1,320,800
Total paper storage cost = \$627,888

FIRELOCK Class 125 Two Hour Media Vaults offer equivalent vault space for \$60.00 per cubic foot rather than the \$300.00 per cubic foot that is common with Class 125 One Hour Data Safes.

TWICE THE HOURLY PROTECTION AND THE COST IS ONLY 20% OF THE COST OF SAFES

FIRELOCK VAULTS ALLOW FOR ENVIRONMENTAL CONTROL WHICH EXTENDS LIFE OF THE MEDIA BY A FACTOR OF THREE TIMES!

Notes

- Modular vault comparison will include cost of shelving within chamber. Such shelving shall be mobile track shelving 96 inches high.
- Modular vault shall all be Class 125 - two hour and data rated Class 350 - four hour.
- Insulated vertical files are Class 350 - one hour. Insulated data safes are Class 125 - one hour.
- Pricing is calculated based on discounts of 20-25% off list price due to volume of order.
- Vault size to be 20' wide x 50' long x 9' high (1000 square feet). Maximum capacity within chamber 50,800 filing inches. ■

CRITICAL QUESTIONS WHEN SHOPPING FOR A VITAL RECORDS VAULT

When shopping for a vault, as with any other major purchase in life, it is important to do your homework before making a buying decision. The list of questions below was designed as a shopping guide for you as you explore the many data storage products on the market today. As you ask these questions and compare the answers you receive, you should get a pretty good sense of how the different options stack up and which offers the best protection and value for you and your business.

1. How many vaults have you installed that carry a Class 125 one-hour or two-hour media rating? *(This should include the rated vault doors and cable trays. All of these components along with the vault panels should have been tested as a unit.)*
2. Which testing laboratory performed your vault chamber test procedure? *(For example Omega Point Laboratory performed our tests and our classification in the listing catalog is: 11020 for vault equipment - Listing No. 16394-1.)*
3. Does your vault system comply with NFPA 232 2000 or the latest edition?
4. Can you supply a client list of media vaults in our area?
5. Does your vault system provide a Zone Four Seismic capability which can provide a wet stamped engineering design? *(Vaults in earthquake prone areas of California are required to provide this stamp.)*
6. What is the structural load of the ceiling for accumulated debris?
7. Does the vault function as a vapor or smoke barrier in a fire?
8. How are conduits introduced to the vault so as not to violate the integrity of the vault?
9. How is the environmental control accomplished?
10. What temperature and humidity settings will be provided in the vault interior?
11. Will the vault chamber have a design solution for charting the day-to-day temperature and humidity performance within the vault?
12. What type of fire suppression system will be in use?
13. How will the media be stored? Slotted cabinets such as Gemtrac? Resident containers? Carts? Boxes?
14. If a vault in a kit is drop-shipped to you, and the purchaser has to erect it, who has the liability on the performance of the vault in a fire?

ALL VAULTS ARE NOT CREATED EQUAL

Many vaults in this country are built using gypsum board. The designer of the vault mistakes a burn-through fire wall rating for a vault rating. It takes eight layers of gypsum board to create a four-hour burn-through wall, but THIS IS NOT A VAULT! Burn through ratings deal with how fast flame can burn through a wall, not the insulating characteristics.

For example, a four-hour building door is glowing red hot on both sides of the door within minutes of fire exposure. This heat transfer voids its use as a vault door. In addition, vault walls by code must be structural in a fire. Gypsum board is not structural in a fire.

Safe, vault and file cabinet tests require precise measurement of heat on the interior side of the storage compartment. Some companies promote steel partitions that carry ratings for fire partitions as being the same thing as a vault. Others build vaults out of gypsum board. ISO 9000 ratings have nothing to do with safe and vault testing here in the United States. The best practice is to ask for a Listing Number in a recognized testing laboratory manual. If the Listing appears in the vault section you can reference the tested performance of the vault by size.

Some companies are now supplying components for you to assemble yourself. Even when the structural components are effective (such as with a FIRELOCK Vault), proper assembly is essential to ensure correct function. If you've built the vault yourself and do have a failure, who is ultimately responsible? ■



The Firelock Link is a publication of Firelock Data Protection Systems. Contributions of articles for future newsletters are welcome. They should be submitted to Firelock Marketing Department, attention Hugh Smith. For more information on any published article, or for product information on Firelock Modular Vaults, Please contact:

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