

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

2025 | Issue 4

i **IG**TM
JOURNAL



*Understanding
Certification and
Dodging Non-
Compliant Fines*

Answered: What is a Certificate of Destruction, and Why is This an Important Record for my Business?

Meet the New i-SIGMA Board of Directors

Using Cyber Hygiene as a Market Differentiator in Secure Information Lifecycle Management - Part 3 of 3

2025 i-SIGMA Impact Awards

i-SIGMA[®]

Cross-Cut

Your Competition to Pieces!



HIGH VOLUME, SUPERIOR SECURITY

Offering everything from Office Shredders to 100Hp Complete Shredding Systems, Allegheny meets your cross-cut shredding needs!



**Allegheny
Shredders**

Call us today for more details!

800-245-2497

Or E-mail us

solutions@alleghenyshredders.com

Contents

FEATURES

- 10** Understanding Certification and Dodging Non-Compliant Fines:
If you're the business owner or compliance officer of your certified company and not familiar with the specifications required to obtain and retain your certification(s), you're doing yourself a disservice and subjecting your business to imposed fines. Learn more about these specifications straight from the i-SIGMA Certification Department.
- 12** Answered: What is a Certificate of Destruction, and Why is This an Important Record for my Business?
A Certificate of Destruction is a crucial document for businesses that engage in paper shredding, especially in industries that have regulations about data destruction. Learn more about why your business needs this.
- 14** Meet the New i-SIGMA Board of Directors
The elections have closed and i-SIGMA is pleased to announce those that will be on the 2025-2026 Board of Directors.
- 20** The Importance of Cyber Hygiene for Secure Data Destruction and Records & Information Management Service Providers - Part 3 of 3
Learn More About Using Cyber Hygiene as a Market Differentiator in Secure Information Lifecycle Management
- 25** 2025 i-SIGMA Impact Awards
Discover the Latest Industry Innovations for Improving Your Business. The i-SIGMA Impact Awards, now in its third year, were created to better showcase and acknowledge the new and innovative products and services offered within the industry. Discover all entries today!

DEPARTMENTS

- 5** A Message From the Editor
- 6** President's Message
- 8** Association News
- 40** Member News
- 42** Advertisers Index
- 42** Upcoming Events

The iG Journal is published four times per year by the International Secure Information Governance & Management Association™ (i-SIGMA®). The opinions of authors are not necessarily those of i-SIGMA, its volunteer leaders, or its management. Unsolicited articles and manuscripts are accepted. i-SIGMA reserves the right to edit and publish materials submitted at its discretion. Advertisements submitted for publication are accepted on an as-is basis and i-SIGMA takes no responsibility for their content or placement. i-SIGMA reserves the right to deny advertisement placement to any company or individual based upon the propriety of the content, images, or messages therein, and insofar as an advertisement presents false information, is injurious to the contract information destruction/RIM industry, contrary to the mission of i-SIGMA, and/or the wellbeing of its members. Please address all comments or inquiries to iG Journal, 3030 N. 3rd St., Suite 940, Phoenix, AZ 85012. i-SIGMA can be reached at 602-788-6243 or media@sigmaonline.org.

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

Vice President of Marketing & Events
Extension 2008

JENNIE GIFT, CSDS, CRA

Vice President of Member Services
Extension 2009

W. PRICE BRANNON

Director of Certification
Extension 2006

MAGGIE GEOLAT

Editor-in-Chief / Marketing Manager
Extension 2003

KAREN LYONS, CSDS

Regulatory Compliance Manager
Extension 2011

SHAINA VAN KILSDONK

Certification Associate
Extension 2020

VICTORIA VALE

Certification Associate
Extension 2004

JENA ROBINSON

Business Support Manager
Extension 2010

VANESSA PEREZ

Member Services Associate
Extension 2007



i-SIGMA 2024 Board of Directors

EXECUTIVE TEAM

<p>President Rick Jackson American Document Services <i>NAID AAA Certified</i> Las Cruces, NM, USA</p>	<p>Past President Brian Connelly All Points Mobile Shredding <i>NAID AAA Certified</i> Stuart, FL, USA</p>
<p>Secretary Margaret Meier, CSDS UltraShred Technologies, Inc. <i>NAID AAA Certified</i> Jacksonville, FL, USA</p>	<p>Executive Director Nathan Campbell i-SIGMA San Francisco, CA, USA</p>
<p>Treasurer Gaines Garrett, CSDS Secure Shredding & Recycling <i>NAID AAA Certified</i> Baton Rouge, LA, USAA</p>	<p>Incoming for 2025: Treasurer Bowman Richards Richards & Richards, LLC <i>NAID AAA Certified</i> Nashville, TN, USA</p>

DIRECTORS

<p>Amado Cabrera Iron Mountain <i>NAID AAA Certified & PRISM Privacy+ Certified</i> Fort Lauderdale, FL, USA</p>	<p>Jim Dowse, CSDS Time Shred Services, Inc. <i>NAID AAA Certified</i> Hillside, NJ, USA</p>	<p>Heather Fitzanko, CSDS Confidential Security <i>NAID AAA Certified</i> Peoria IL, USA</p>
<p>Rod Ivey RecordXpress <i>PRISM Privacy+ Certified</i> Coquitlam, BC, Canada</p>	<p>Michael Payton, CSDS Access CIG <i>NAID AAA Certified & PRISM Privacy+ Certified</i> Woburn, MA, USA</p>	<p>Paul Prokic G1 Asset Management Pty Ltd <i>NAID AAA Certified</i> Yatala, Queensland, Australia</p>
<p>Thomas J. Seibert Vital Records Control <i>PRISM Privacy+ Certified</i> Clearwater, FL, USA</p>	<p>Karen Truebody AGS Records Management <i>PRISM Privacy+ Certified</i> Johannesburg, Gauteng, South Africa</p>	<p>Will Vasey Jake, Connor, & Crew Kitchener, ON, Canada</p>
<p>Luke Westerman Big Bear Shredding <i>NAID AAA Certified</i> Springfield, MO, USA</p>	<p>Incoming for 2025: Director Derald Miller Shred Northwest <i>NAID AAA Certified</i> Boring, OR, USA</p>	

JAKE, CONNOR & CREW

The "Retriever"

Often Imitated
Never Replicated

A New Breed

YOUR CUSTOMERS
EXPECT
THE BEST

Jake

CELEBRATING 210 YEARS*!

*DOG YEARS

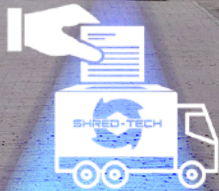
3 Jakes...30 Years...
Still Your Best Friend in Document Protection!



JAKECONNORANDCREW.COM

BUILT FOR THE METROPOLIS,
DESIGNED FOR YOUR BUSINESS

METRO



**DATA
DESTRUCTION**

**DOCUMENT
COLLECTION**

**DOCUMENT
DESTRUCTION**



FROM THE EDITOR

Welcome to this issue of **IG Journal**! As we dive into another edition, we're thrilled to bring you valuable insights that are shaping the landscape of our industry.

In this issue, we cover key topics that impact compliance, security, and best practices, from the importance of Certificates of Destruction to navigating certification requirements and maintaining strong cyber hygiene. These articles provide essential knowledge to help organizations stay secure and compliant in an evolving regulatory environment.

Beyond our featured content, we're highlighting and gearing up for the Annual *i-SIGMA* Conference & Expo—a fantastic opportunity to connect, learn, and celebrate as a community. I'm looking forward to seeing our newly elected board members installed into their roles at the Membership Luncheon—congratulations to them! I'm also eager to celebrate the recipients of this year's **IG Impact Awards** and see who will be recognized for their outstanding contributions. Plus, don't miss the debut of our brand-new *i-SIGMA* On Air podcast, live from the exhibit hall—it's sure to be an exciting addition to the event! How often do you get to see the back of a shred truck outfitted to be a podcast studio?

There's so much to look forward to, and I can't wait to see many of you at the conference. Until then, enjoy this issue and stay ahead in the world of Information Governance!

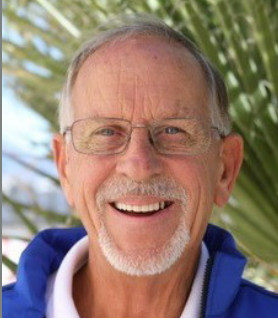
Gina M. Lentine, CSDS

i-SIGMA VP, Marketing & Events

EASY TO OPERATE • SIMPLE TO MAINTAIN • ENGINEERED TO LAST



FIND OUT WHY KEEPING IT SIMPLE IS SMART
ALPINE SHREDDERS
866-246-5634 | AlpineShredders.com



PRESIDENT'S MESSAGE

Welcome to the 2025 i-SIGMA Conference. You are in for the treat of your life. This year is on track to be one of the best yet. I am sure you will agree that the conference keeps getting better and better each year after you have attended the awesome sessions, heard from speakers who provide you with a ton of great tools for your tool bag, and visited the Expo Hall (which is sold out with vendors). We also have a record number of applicants taking the CSDS certification under the new test format. You will also find numerous sessions for the Record Information Management (RIM) folks and a get-together for the RIM attendees who have not been to a conference lately. For those who are unable to attend, you will want to save the date and attend next year.

The 2024 i-SIGMA Board of Directors has been busy finding new products and opportunities for the organization, plus changes to committees, and audits, thanks to support from the awesome i-SIGMA staff. We just finished our elections, and I want to congratulate Gaines Garrett as the President-elect, Bowman Richards as Treasurer, Derald Miller as Director, and Paul Prokic as APAC Director. The slate was filled with very qualified candidates and the results were very close. I encourage those who ran to consider running again next year and appreciate the interest in being on the board of the fantastic organization. The i-SIGMA tool bags keep getting bigger each year.

2025 is shaping up to being an even better year than 2024. Nate and staff are working tirelessly on improving processes, our website, adding new products that will assist members with improvement of the bottom line, and streamlining procedures. The membership committee is continuing to welcome new members and assist existing members with the NAID AAA Audits and Privacy + Certifications. All committees are in full swing and here to help the members when needed.

Finally, I want to give a huge THANKS to our members. Membership equals strength. When we speak to other organizations and businesses, quote the number of members we have on six different continents, it spells strength, commitment to upholding the standards of our industry, and dedication to doing the hard right over the easy wrong. Our members are the backbone of the organization and without your involvement, feedback, and support, we would not be who we are today.

I would also like to give a huge shout out to our corporate partner members. Our corporate partners provide the absolute best products for our industry. They are always improving the necessary equipment, software, and tools for our industry to assist in keeping us compliant, safe, and improving the way we do business.

I hope everyone enjoys the conference and travels safely.

A handwritten signature in black ink that reads "Rick Jackson". The signature is fluid and cursive, with a large loop at the end.

Rick Jackson

i-SIGMA President, 2024-2025

Vecoplan[®]

MOBILE SHREDDING MADE EASY



EASY TO DRIVE ■ EASY TO OPERATE ■ EASY TO MAINTAIN

Simplify on-site document destruction with Vecoplan's mobile shredders, designed for speed and reliability.

- Equipped with pierce-and-tear shredder for increased throughput and secure on-site destruction
- Intuitive controls streamline operations and enhance productivity
- Designed with operator-focused features maximizing ease of use and comfort
- Available in both CDL and Non-CDL models to fit your specific business needs
- Stay connected with the Vecoplan LiveLink app, offering remote access to performance metrics and maintenance insights

(336) 290-7994 | info.us@vecoplan.com | vecoplanllc.com

i-SIGMA Releases New White Paper on the Critical Importance of NAID AAA Certification for GPOs

The International Secure Information Governance & Management Association® (i-SIGMA®) has announced the release of its latest white paper, The Critical Importance of i-SIGMA's NAID AAA Certification for Group Purchasing Organizations (GPOs). This comprehensive guide highlights the indispensable role of i-SIGMA's NAID AAA Certification in promoting secure information destruction, compliance, and risk mitigation within the industry.

“As organizations face increasing challenges in safeguarding sensitive data, it's essential to adopt rigorous standards for secure information disposal,” said W. Price Brannon, Director of Certification at i-SIGMA. “Our white paper equips GPOs with the insights they need to make informed decisions, ensuring the highest levels of security and operational excellence.”

Key Insights from the White Paper:

- **Enhanced Security Standards:** A detailed overview of the NAID AAA Certification's role in enforcing best practices for security, privacy, and accountability.
- **Audit and Inspection Protocols:** Insights into the importance of scheduled and unannounced audits for maintaining compliance.
- **Risk Mitigation and Financial Benefits:** Guidance on reducing exposure to data breaches and avoiding costly legal and reputational damage.

- **Actionable Recommendations:** Practical steps for integrating certification and audits into GPO due diligence processes.

The white paper also sheds light on the financial impacts of data breaches, including direct penalties, operational disruptions, and long-term reputational damage. By aligning with NAID AAA Certified partners, GPOs can demonstrate a tangible commitment to compliance, security, and sustainability.

Availability

The white paper, The Critical Importance of i-SIGMA's NAID AAA Certification for Group Purchasing Organizations (GPOs), is now available for download:

Access the White Paper Now » <https://isigmaonline.org/category/press-room/>



NAID AAA and PRISM Privacy+ Certification Program



When it comes to service provider qualifications, choose the certification program with strength and integrity.

Audit Quality

On any day of the week, a NAID AAA or PRISM Privacy+ Certified company could be audited. A global network of accredited security consultants conduct biannual scheduled and random audits in the field and at all facilities. Free audit reports are available to clients.

Regulatory Alignment

The program requires written policies and procedures for each company to ensure incident response preparedness, employee training, and regulatory compliance.

Security Specifications

Accredited auditors review employee background screening and training, compliance with written procedures, access controls, operational security, destruction equipment, and confidentiality agreements.

Provide Audit Report

A customer may request an audit report to monitor the service provider and to ensure they meet the regulatory risk assessment requirements.

Free Compliance Monitoring

A customer may monitor compliance by subscribing to email notifications of the service provider's certification renewal, audit, or lapse.

Oversight

The Certification Review Board, the NAID AAA Certification Committee, and the PRISM Privacy+ Certification Committee oversee the program's integrity, both of which contain industry veterans and outside, accredited professionals.

Transparency

All documents and specifications are available to the public for free and online. Audit reports and monitoring services are also provided to clients at no charge. The association's financial records and board of director's meeting minutes are available online as well.

Program Acceptance

Over 2000 operations on six continents are NAID AAA or PRISM Privacy+ Certified, including mobile, plant-based, paper, and computer destruction services. NAID AAA or PRISM Privacy+ Certification is required by hundreds of government offices and thousands of private contracts.

Program Recognition

NAID AAA and PRISM Privacy+ Certification are acknowledged by many accreditation programs, such as those offered by the International Association of IT Asset Managers, the Institute of Certified Records Managers, and e-Stewards.

For more information, contact the Certification Department at 602-788-6243 or certification@isigmaonline.org.

Understanding Certification and Dodging Non-Compliant Fines



If you're the business owner or compliance officer of your certified company and not familiar with the specifications required to obtain and retain your certification(s), you're doing yourself a disservice and subjecting your business to imposed fines.

For certified (and soon to be certified) locations where an i-SIGMA Auditor is used, you should be extremely familiar with the **i-SIGMA Certification Specifications Reference Manual**. This manual is available to the general public on i-SIGMA's website (under the Certifications header).

This manual alone lays out what exactly is required to be in place. Each specification has been assigned a level 1, 2, or 3 found to the right of the specification name. What do they mean?

Level 1 – a minor level of violation, not directly connected to a potential security breach. One example would be an access individual not wearing a company ID badge, identifying them as such.

Level 2 – a more serious level of violation, potentially leading to a security breach. An example would be not having the required written policies and/or procedures for your access individuals to follow. Repeated level 2's found in a single audit are subject to a fine of \$1000

Level 3 – the most serious or egregious violation, correlates to a serious gap within your company's policies and could lead directly to a data breach. An example of would be leaving a container of undestroyed media unlocked or unsupervised ...” Just one level 3 violation found in a single audit equates to a fine of \$1000. More than one level 3 violation equates to a re-audit within 90 days of which the certified location is invoiced for.

You can read more about the fine structure in the terms & conditions of the **i-SIGMA Certification Specifications Reference Manual**.

It has been suggested that the non-compliant fines are a “money-grab” for the i-SIGMA Organization. Nothing could be further from the truth. You see, back in 2022-23 when in-person audits were resuming after the lockdowns, the i-SIGMA Certification Staff and Directors found that more than half of all audits were coming back as non-compliant, so much so that often the auditors would note on their reports they found the same exact non-compliant items for locations that had been previously audited. This was brought to the Certification Review Board whose members at that time recommended the fine increases in order

to give the certification programs more “teeth”. This was ultimately approved by the i-SIGMA Board of Directors.

i-SIGMA's non-compliance fines are small when you consider the fines imposed by the FTC (USA) for an organization's neglect in preventing data breaches. Other regulatory bodies such as PIPEDA, GDPR, CCPA, HIPAA, and PCI DSS (some of which are posted on your NAID Certification certificates) enforce fines for data breaches.

So, with all this in mind, you might be feeling a little stressed about your next audit. Understandable. But what can you do to prevent it? Well, that's where your i-SIGMA Certification Compliance Officer (ICCO) comes in.

The role of your ICCO is your certification expert and has a big part to play in this equation. (I won't downplay the importance of the DPO's-Data Protection Officer's role. We'll discuss the DPO's role in an upcoming article). Your ICCO is much more than simply a name typed on a line item on your certification application. This individual, most often the same individual as the Certification Contact, should know the i-SIGMA certification programs backwards & forwards. This is the individual responsible for your organization's compliance with all applicable certification standards, be it NAID AAA and/or PRISM Privacy+ Certifications, and can mitigate any future non-compliant fines.

I will also mention it's imperative that your ICCO is receiving certification program and regulatory updates from i-SIGMA via email. Too often we, in the certification department, see non-compliance issues stemming from outdated policies and practices.

A few months back, I attended a webinar on breach prevention. One of my takeaways was that businesses should ask themselves “what would I

need to prove if my company were being investigated for a data breach?” Proving you have policies and procedures in place and that your employees have been properly trained is a firm place to start. In addition, the rise of cloud services has sparked the growing trend for businesses being proactive in realizing, assessing and improving their network and cybersecurity practices.

In conclusion, understanding the factors that determine a fine and fully understanding & adhering to the i-SIGMA Certification Specifications is crucial for maintaining compliance and avoiding fines. Remember, staying informed and proactive is key to safeguarding your business against costly penalties and ensuring a secure and compliant operation and trustworthy reputation.



ABOUT THE AUTHOR



Karen Lyons, CSDS is the Regulatory Compliance Manager for i-SIGMA.

Answered: *What is a Certificate of Destruction and why is this an important record for my business?*

A Certificate of Destruction is a crucial document for businesses that engage in paper shredding, especially in industries that have regulations about data destruction. A NAID AAA- certified paper shredder will offer a Certificate of Destruction after each service as proof of shredding and adherence to compliance regulations. The top five reasons to use a NAID AAA- certified paper shredding company and obtain Certificates of Destruction are:

1. Legal Compliance

Regulatory Requirements: Many industries are governed by regulations that mandate the secure disposal of sensitive information. These regulations include laws such as the Health Insurance Portability and Accountability Act (HIPAA) for healthcare, the Gramm-Leach-Bliley Act (GLBA) for financial services and more.

A Certificate of Destruction serves as proof that a business has complied with these legal requirements by properly destroying sensitive documents.

2. Security and Confidentiality

Preventing Data Breaches: Proper document destruction ensures that sensitive information does not fall into the wrong hands, reducing the risk of data breaches and identity theft.

Demonstrating a commitment to secure document destruction can enhance a business's reputation and build trust with clients, who are assured their information is handled responsibly. Records of Certificates of Destruction protect against data breaches which safeguards employees and clients, building trust for everyone.

3. Business Liability

Reducing Legal Exposure: In the event of a data breach or legal investigation, a Certificate of Destruction can serve as evidence that the business took appropriate steps to destroy sensitive information, potentially mitigating legal liability.

A Certificate of Destruction provides an audit trail, which can be critical during legal reviews or audits, proving that documents were destroyed in accordance with policies and regulations.

4. Environmental Responsibility

Recycling and Disposal: Many shredding services include recycling as part of their process. A Certificate of Destruction can also indicate that the shredded paper has been diverted material from landfill which can be used in sustainability reporting.

5. Operational Efficiency

Record Keeping: Keeping a Certificate of Destruction helps in maintaining organized records of document destruction activities, making it easier to manage and verify these processes during internal audits. Regularly obtaining Certificate of Destruction as part of a comprehensive document destruction policy can be a key component of a broader risk management strategy, ensuring that potential vulnerabilities related to paper records are systematically addressed.

For all businesses, a Certificate of Destruction is not just a piece of paper; it is a vital document that supports legal compliance, enhances security, builds client trust, reduces liability, demonstrates environmental responsibility, and

improves operational efficiency. By ensuring that a Certificate of Destruction is obtained and properly stored for all shredding activities, small businesses can protect themselves and their clients from the risks associated with improper document disposal. Using a NAID AAA- certified paper shredding company will help any business in supporting these critical areas.

Written By:

Jason Keller, CSDS of United Electronic Recycling (Coppell, TX, USA)

iG



Are You Receiving Emails from Us?

You pay membership dues to hear from the association. Are you receiving our communication pieces?

- **Ensure you're subscribed**
 - Note: You can manage your subscription preferences to receive the pieces that matter to you
 - Text iSIGMA to 22828 to get started or email communications@isigmaonline.org today
- **Be sure our emails aren't winding up in your Junk folder.**
 - If you see anything there, please mark as "Not Junk" so you can receive future emails
- **Have your IT department Whitelist our domains:**
 - isigmaonline.org
 - isigmaonline.ccsend.com

Have questions or concerns? Contact us at communications@isigmaonline.org.

i-SIGMA[®]
International Secure Information
Governance & Management Assoc.



Meet the New Board

The association would like to thank all of the voting members who participated in this year's i-SIGMA Board of Directors Election. Voting was open from 5 February through 5 March 2025 for voting member representatives. The results have been tabulated and i-SIGMA is pleased to announce the full slate who will serve the membership for the coming year.

Elected Board Members for 2025:

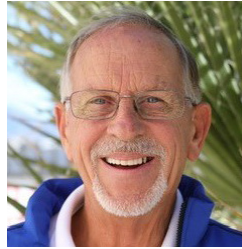
- **Gaines Garrett, CSDS** of Secure Shredding and Recycling (Baton Rouge, LA, USA) has been elected to the Office of President-Elect
- **Bowman Richards**, of Richards & Richards, LLC (Nashville, TN, USA) has been elected to the Office of Treasurer
- **Derald Miller** of Shred Northwest (Boring, OR, USA) has been elected as director
- **Paul Prokic** of G1 Asset Management (Queensland, Australia) has been elected as director

Executive Team

President

Rick Jackson

American Document Services
NAID AAA Certified
 PRISM Privacy+ Certified
 Las Cruces, NM, USA



Rick Jackson is an experienced leader and successful business owner who has dedicated his life to the service of others. Born and raised in Oklahoma, Rick spent the first decades of his adult life in service to his country as a soldier in the United States Army. He retired after 25 years as the Post Command Sergeant Major at White Sands Missile Range in New Mexico.

Soon after that, he founded American Document Services in Las Cruces, New Mexico, where he has been an active member of the local business community for more than 25 years.

As a leader in the Las Cruces business community, Rick has served as Chairman of the Board of Directors for the Greater Las Cruces Chamber of Commerce and Chairman of the Board of Directors for the New Mexico Small Business Development Center's Statewide Advisory Board. He also serves as a Board member for Pioneer Bank (Las Cruces, NM), Advisory Board, Mesilla Valley Hospice (Las Cruces, NM), and Tresco, Inc. (Las Cruces, NM). He has and presently serves on numerous i-SIGMA committees. Rick is currently serving as a Director on the i-SIGMA Board of Directors. He has also served on numerous boards and committees for community non-profits over the past 23 years. In honor of his years of decorated military service, Rick was selected as the Civilian Aide to the Secretary of the Army for the State of New Mexico and has served in this position proudly for the past 7 years.

Rick has spent the past few years expanding the scanning/imaging technology in his business. Turning one-time scanning customers into recurring customers has been successful and increased his ROI and the company's bottom line. He is a firm believer that excellent customer service is the key to his success, and it has proven to be better than any advertising dollars ever spent.

President-Elect

Gaines Garrett, CSDS

Secure Shredding and Recycling
NAID AAA Certified
 Baton Rouge, LA, United States



Gaines Garrett, CSDS is the Chief Executive Officer of Secure Shredding and Recycling (SSR) and Chief Operating Officer of Dunlap Government Solutions (DGS). Since joining the family business in early 2017, Gaines has helped grow revenues more than 1000% and established SSR as one of the Southeast United States' largest independently owned shredding companies.

In 2021, Gaines led the acquisition of Landshark Shredding via the formation of a joint venture between SSR and DGS. DGS now holds more than 50 federal government contracts and works with more than 20 i-SIGMA certified teaming partners throughout the country to service our VA Hospitals. Gaines also holds the designation of Certified Secure Destruction Specialist.

In addition to his work in the secure destruction industry, Gaines has been an entrepreneur since his time in graduate school at Louisiana State University. He is a partner in several companies developing products and services across multiple industries. Gaines graduated from LSU with a bachelor's degree in Biological Sciences in 2008 then went on to complete his MBA with a focus in Finance and Entrepreneurship in 2010. He and his wife Lauren have two children, Mai Frances (8) and Park (5).

Immediate Past President

Brian Connelly

All Points Mobile Shredding
NAID AAA Certified
 Stuart, FL, United States

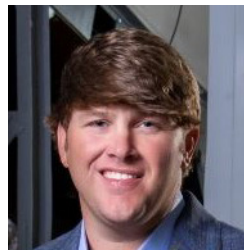


Brian Connelly is the owner and president of All Points Mobile Shredding & All Points Medical Waste. All Points is a family-owned and operated on-site document shredding, hard drive, media & product destruction company as well as a medical waste disposal and compliance company that has been serving South Florida since 1994. Brian was raised on the Treasure Coast. He attended the University of Florida, where he received his Bachelor of Science in Business Administration.

Executive Team

After graduation, Brian and his wife Dawn moved to Chicago where Brian was one of the top options traders on the floor of the Chicago Mercantile Exchange and the Chicago Board of Options Exchange. Brian traded Dow Jones Options for 10 years before moving back to South Florida with his family. Brian is a graduate of the Goldman Sach's 10,000 Small Business Program. He also sits on the Business Development Board for Seacoast National Bank.

Brian became an i-SIGMA Board member in 2018, and shortly after was elected as the organization's Secretary. Brian has served on the Insurance Oversight Committee and was intimately involved in the merger of PRISM and NAID. In 2022, Brian was elected President-Elect of i-SIGMA. Brian and his wife Dawn have four children and live in Palm City. Brian enjoys spending time with his family, coaching his children's sports teams, and playing tennis and golf.



Treasurer

Bowman Richards

Richards & Richards, LLC
NAID AAA Certified
Nashville, TN, United States

Bowman Richards is the owner and president of Richards & Richards Secure Shredding in Nashville, Tennessee. He joined the family business in 2008, starting in sales and gradually moving into management. He took over the company in 2018, the same year it sold off its other services (records storage, scanning, data protection) to refocus around its shredding business.

A Certified Secure Destruction Specialist, Bowman has been a member of i-SIGMA and its predecessors since 2008. Previously, Richards served as president of i-SIGMA and chair of i-SIGMA's Conflict Resolution Committee, after serving as a member of the committee. He also previously served as the international conference chair for NAID and on the board of directors of PRISM. Bowman is a graduate of the University of Tennessee Knoxville and a member of EO (Entrepreneurs' Organization) in Nashville.

Bowman has been married to his wife Lauren for 16 years, and they have four children: Joye (13), Warren (12), Mary Alwyn (10) and Margaret Lynn (7). The family also has four dogs: Lilly, Cooper, and Cash. Outside of work, Bowman enjoys golfing and hunting (duck, deer, pheasant, and turkey).

Secretary

Margaret Meier, CSDS

UltraShred Technologies Inc.
NAID AAA Certified
Jacksonville, FL, United States



Margaret Meier is President of UltraShred Technologies, a woman and minority-owned NAID AAA Certified Shredding Company – serving clients in FL, GA, and AL since 2000. Like many small business owners, she and her husband Walt have experienced the “wins” and “losses” the industry. She attributes her success to leveraging knowledge, tools, and resources available through i-SIGMA and Masterminds groups and being open to “better ways of doing things.” Trained as an educator with a master's degree, she is passionate about high-security, customer focus and staying ahead of the curve - continually studying, networking and searching and implementing best practices. Margaret believes strongly in caring for staff and clients alike thus building a reputation of caring. It also creates a strong team, the underpinnings of all flourishing businesses. She serves on various i-SIGMA committees including the Nominating Committee, Certification Support Committee which she Chairs, and as Director on the i-SIGMA Board for the third time.

Executive Director

Nathan Campbell

i-SIGMA
San Francisco, CA, United States



Nathan Campbell returns to the helm of the association as CEO after having served on the board of directors for NAID and PRISM International, the two trade associations that merged to form i-SIGMA in 2018. Prior to joining i-SIGMA, Nathan was the president of Rylyn Associates, offering business consulting plans. He brings more than 25 years of executive leadership, specifically in the information governance space, first from Recall and more recently Access. He is also a Stanford University Executive Program graduate.

Directors

Thomas J. Seibert

VRC Companies, LLC
 NAID AAA Certified
 PRISM Privacy+ Certified
 Oldsmar, FL, United States



Thomas Seibert currently is employed by Vital Records Control as its General Counsel where he is responsible for managing VRC's legal department to support VRC's business operations with strategic legal guidance, all intended to ensure the integrity of its corporate governance conventions.

Before joining Vital Records Control, Tom was owner and CEO of an independent record storage company that provided commercial RIM services in the west Florida market for more than 30 years. He continues to stay active in the RIM industry as member of its relevant trade associations, and has served on a number of their boards, including that of PRISM. While serving on the PRISM board Tom was a member of the board appointed merger committee which was tasked with merging PRISM and NAID to form iSIGMA. Tom has been a director on the i-SIGMA board since its inception and continues to serve there today.

Tom is a licensed Florida attorney and is registered with the Tennessee Supreme Court and its governing authorities for permitted jurisdictional practice as in-house counsel. He has a J.D. from Stetson University College of Law, and an undergraduate B.S. in Business Management from Jacksonville University.

Michael Payton, CSDS

Access
 NAID AAA Certified
 Privacy+ Certified
 Woburn, MA, USA



Michael Payton, CSDS is the Director of Operational Due Diligence for Access Information Management. Prior to joining Access, Michael spent 19 years in the industry at independent RIM companies.

Michael currently serves as chair of the i-SIGMA CSDS Board of Regents and the Privacy+ Committee. Michael is a former President of the Data Protection Association. In 2020, Michael was named I-SIGMA Co-Member Representative of the Year.

Michael has a BA in Human Resources Management and a minor in Industrial Technology from Western Kentucky University.

Jim Dowse

Time Shred Services
 NAID AAA Certified
 Hillside, NJ, USA



Jim Dowse is the COO of Time Shred Services. Jim has over 35 years' experience in the document management and document shredding industry and runs Time Shred Services with a staff of the most accomplished professionals in the document destruction industry. Under Jim's leadership Time Shred has grown to be the largest locally owned Document Shredding company in the New York City area. Since we are a local business, we have a vested interest in providing the residents and businesses in our community with the best shredding service possible. Jim recognized that there was a need for a better and more convenient document shredding service that provided customers with shredding services when they needed it Monday through Saturday and Time Shred was born. Jim is also a CSDS, Certified Secure Destruction Specialist. This is the highest individual certification for an individual in the document shredding industry.

Will Vasey

Jake, Connor & Crew
 Kitchener, ON, Canada



Will Vasey is the Sales Director for Jake, Connor & Crew. With over 15 years of sales and marketing experience combined with 10 years in the shredding and waste industries, Will is very familiar with the importance of a strong sales and marketing strategy within an organization.

As Sales Director for the leading manufacturer of shred bin and console containers, Will successfully manages the company's sales force working with shred and waste companies internationally. His expertise assists companies of all sizes from startups to large multinational organizations. With years of experience in providing the best container solutions worldwide for shredding and waste applications, his knowledge and ability to provide answers and direction are valued and respected by the industry.

Directors

Heather Fitzanko, CSDS

Confidential Security
Peoria, IL, USA



Heather Fitzanko studied Business Management at Illinois Central College before coming to AAA Certified Confidential Security Corp in 2004. In 2010 she received her credentials as a Certified Secure Destruction Specialist (CSDS). Heather served on the CSDS Board of Regents from 2013 to 2022. What she enjoys most about her job is relationship building.

Heather is a Central Illinois native. She and her husband Steve have been married over 30 years and have been blessed with two children and two grandchildren. Heather loves the outdoors. Her favorite pastimes include cycling, hiking, kayaking, or spending time with her family. An active member in her local Rotary club, she serves as editor of the Pekin Rotary Clubs monthly newsletter. She is also co-editor of the Illinois Valley Wheelm'n newsletter - a central Illinois cycling organization.

"What a fun industry! Where else can you be an expert in destroying things!"

Rod Ivey

RecordXpress
Coquitlam, BC

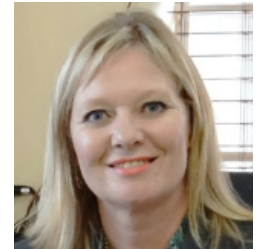


Rod Ivey boasts a decade of experience in the secure destruction industry. Presently, he is in charge of supervising the operations of three branches and providing support to an additional four branches in Alberta, Canada. Rod has actively contributed to his company's M&A endeavors, playing a pivotal role in successfully transitioning five acquisitions into the integrated entity now known as RecordXpress, under the umbrella of Best Shredding.

In addition to his operational responsibilities, Rod currently serves as the Chair of the Member Resolution Council. Over the course of his tenure, Rod has been actively involved in the Certification Support Committee and the Nominating Committee.

Karen Truebody

AGS Records Management
South Africa



Karen has over 18 years' experience in records management, having worked as the General Manager, Operations Director, Sales and Marketing Director as well as the Director responsible for Human Resources for a large Records Management Company in South Africa. Due to her expertise in these multiple positions, Karen has a complete understanding of the records management process in Sub Saharan Africa. She was previously in charge of 250 staff and had the responsibility of developing and overseeing numerous branches.

Karen started with PRO Archives Systemes as the Divisional Manager in 2011, and she now utilizes her vast experience in records management as their International Director responsible for the development and management of branches in Africa, Asia and Europe. She has successfully secured many international contracts with large companies in the world. These projects are for the implementation of their on-site and off-site records in all 54 African Countries.

In addition, Karen also manages a very large scanning project for a division of the United Nations whereby the scanning and indexing of 2 000 000 pages is concluded monthly. Karen is a married mother with two gorgeous children and is based in Johannesburg, South Africa.

Luke Westerman

Computer Recycling Center
Springfield, MO, USA



Luke Westerman, a dynamic entrepreneur, is the driving force behind Computer Recycling Center and Big Bear Shredding. With a passion for sustainability and a keen eye for business opportunities, Luke established these ventures to address the pressing need for responsible electronic waste management. His dedication to environmental conservation and data security fuels the success of his enterprises, providing essential services to individuals and businesses alike. Through innovative solutions and a commitment to ethical practices, Luke Westerman continues to lead the way in promoting eco-friendly business practices while ensuring the safe disposal of electronic devices and sensitive information.

Directors

Paul Prokic

G1 Asset Management
Yatala, Queensland, AU



Paul Prokic is the Director of Strategy and Growth at G1 Asset Management Pty Ltd, an ITAD based in Australia at Yatala in Queensland. Paul has played a significant part in growing the organisation with customers throughout Australia, New Zealand and SE Asia and now in North America over the past 6 years and has a passion to see the ITAD side of i-SIGMA develop in the coming years.

Paul has been Vice Chair on the Australian New Zealand Committee of i-SIGMA for around three years now and is currently Chair of the newly formed Asia Pacific Committee and will utilise his skills in growing the business internationally with i-SIGMA in attracting more business to be NAID AAA Certified and understanding the importance of having that significant accreditation which G1 has achieved.

Paul and his wife Michelle have been married for 39 years and have four children and three grandchildren he takes an active interest in many sports and has coached junior teams for many years and understands the value of teamwork and looks forward to making a strong contribution to the i-SIGMA Board.

Derald Miller

Shred Northwest, Inc.
NAID AAA Certified
Boring, OR, United States



Derald Miller has over 20 years of entrepreneurial experience and is an owner of Shred Northwest. Based in Salt Lake City, he oversees the Utah market, building his career around solving industry challenges and driving business growth.

He earned an MBA from Utah State University in 2008, strengthening his expertise in business strategy and leadership. Passionate about continuous improvement, Derald brings skills in sales growth, efficiency, and strategic problem-solving to i-SIGMA.

Dedicated to strengthening the industry, he is committed to supporting members and advancing best practices. Outside of work, Derald enjoys spending time with his wife, Stacey, and their four children. He loves the Utah mountains, and is an avid skier and mountain biker.

Amado Cabrera

Iron Mountain
Fort Lauderdale, FL, USA



Amado Cabrera. A dynamic, results-oriented, bi-lingual professional with demonstrated expertise and a proven record of accomplishment in leading operations, sales and customer service teams. An outstanding team builder, excels in developing strong, internal and external relationships; achieving goals through exceptional analytical, planning, and organizational skills. Leader with a well-developed portfolio of skills in growing and starting businesses, marketing and product development, organizational innovation. Amado has over 35 years of experience in the Information Management Industry. He has worked for private companies as well as large, public Organizations like Iron Mountain, where he is Head of Operations for the Southeast Territory. During his tenure he led teams across Sales, Customer Support, Business Development, M&A and Operations. He has worked and led teams across the United States, Canada, Puerto Rico and Latin America. In his current role he provides leadership over all aspects of Iron Mountain's business lines, including Shred, RIM, Data Management, Digital, ITAD services and acquisitions. Amado has been a PRISM / i-SIGMA member for 30 years.

The Importance of Cyber Hygiene for Secure Data Destruction and Records & Information Management Service Providers

Part 3 of 3 *Using Cyber Hygiene as a Market Differentiator in Secure Information Lifecycle Management*



In today's rapidly evolving digital landscape, organizations within the Secure Information Lifecycle Management space face heightened expectations for safeguarding sensitive information. As cyber threats become increasingly sophisticated, demonstrating a robust cyber hygiene posture has transcended from being merely a compliance requirement to serving as a powerful market differentiator. This article, the third in our three-part series, explores actionable strategies for leveraging cyber hygiene to stand out in our industry, foster client trust, and drive sustainable growth.



The Competitive Advantage of Cyber Hygiene

Cyber hygiene refers to organizations' practices and processes to ensure systems, networks, and data remain secure. Within our sector, where the integrity and confidentiality of information are paramount, a strong cyber hygiene posture signifies operational excellence, risk mitigation, and an unwavering commitment to client security. Organizations with impeccable cyber hygiene practices gain a competitive edge by:

- 1. Enhancing Credibility:** Clients perceive businesses with advanced cybersecurity measures as reliable and forward-thinking.
- 2. Building Client Trust:** A demonstrated commitment to protecting sensitive data cultivates confidence among clients and stakeholders.
- 3. Reducing Risk Exposure:** Proactive security measures minimize the likelihood of data breaches, reinforcing operational resilience.
- 4. Attracting High-Value Clients:** Businesses with robust security postures appeal to clients with stringent compliance requirements and high-security expectations.

Core Components of a Differentiating Cyber Hygiene Program

To position cyber hygiene as a market differentiator, the iSIGMA ecosystem must excel in several key areas:

- 1. Comprehensive Risk Assessments:** Conduct regular security risk assessments to identify vulnerabilities and implement targeted mitigations. These assessments should align with industry standards such as NIST, ISO 27001, or SOC 2.
- 2. Employee Training and Awareness:** Equip employees with knowledge about cybersecurity best practices, phishing awareness, and secure data handling through ongoing training programs.

3. Advanced Threat Detection

and Response: Leverage next-generation tools and technologies, such as AI-driven threat detection, real-time monitoring, and automated response mechanisms.

4. Regulatory Compliance:

To reinforce credibility and demonstrate adherence to relevant regulations and standards, such as GDPR, CCPA, HIPAA, or GLBA.

5. Incident Response Readiness:

Maintain a well-documented and tested incident response plan to mitigate the impact of potential breaches efficiently.

4. Host Educational Webinars:

Share your expertise by hosting webinars or workshops on cyber hygiene best practices, data lifecycle security, or regulatory compliance.

5. Collaborate with Influencers and Partners:

Partner with industry influencers, trade associations, or technology providers to amplify your message and showcase your commitment to cybersecurity.

6. Utilize Data Visualization Tools:

Create infographics, dashboards, or visual reports that illustrate your cybersecurity strengths and how they mitigate client risks.

1. Client Retention Rates: Clients are likely to remain loyal when they trust your ability to protect sensitive data.

2. Lead Conversion Rates: Organizations emphasizing cybersecurity often experience higher conversion rates as prospects recognize their commitment to safety.

3. Reduced Downtime Costs: Proactive measures prevent costly disruptions caused by cyber incidents.

4. Enhanced Reputation: A strong reputation for cybersecurity attracts high-value clients and industry recognition.

Strategies to Showcase Cyber Hygiene in Marketing and Sales

Once an organization has established a robust cyber hygiene program, the next step is to communicate its value to potential and existing clients effectively. Below are actionable strategies for leveraging cyber hygiene as a market differentiator:

1. Develop and Share Case Studies:

Highlight success stories where your cybersecurity measures protected client data or mitigated potential breaches. Use quantifiable metrics to emphasize your impact.

2. Offer Cybersecurity Scorecards:

Provide prospective clients with a cybersecurity scorecard or assessment that showcases how your organization's security posture surpasses industry benchmarks.

3. Showcase Certifications

and Accreditations: Promote certifications such as SOC 2, ISO 27001, or HITRUST on your website, marketing materials, and RFP responses.

Aligning Cyber Hygiene with Client Needs

To maximize the impact of your cybersecurity investments, align your cyber hygiene initiatives with the needs and priorities of your clients. For example:

- **Healthcare Sector:** Emphasize HIPAA compliance and patient data protection.
- **Financial Services:** Highlight safeguards against phishing, fraud, and account takeovers.
- **Education:** Showcase measures that protect students and faculty information against ransomware attacks.

Tailoring your approach to address specific client pain points reinforces your organization's value as a trusted partner.

Measuring the ROI of Cyber Hygiene

Cyber hygiene yields tangible and intangible returns that contribute to business success. Metrics to measure the ROI of cybersecurity investments include:

Overcoming Challenges in Promoting Cyber Hygiene

While the benefits of leveraging cyber hygiene are clear, organizations often encounter challenges in implementation and promotion. Common obstacles include:

- **Perceived Costs:** Overcome objections by demonstrating how investments in cybersecurity mitigate expensive breaches and downtime.
- **Complex Messaging:** Simplify technical concepts to make cybersecurity accessible and compelling to non-technical audiences.
- **Rapidly Evolving Threats:** By adopting agile and adaptive cybersecurity frameworks, avoid emerging risks.

Join the conversation

Keep informed on industry news and network with peers on social media with i-SIGMA.



i-SIGMA[®]

International Secure Information
Governance & Management Assoc.



Connect with us on LinkedIn
i-SIGMA



Follow us on Twitter
@iSIGMAonline



Like us on Facebook at
i-SIGMA



Subscribe to our YouTube Channel
i-SIGMA

Conclusion: A Call to Action

As our industry evolves, a robust cyber hygiene posture is no longer optional—it is a fundamental aspect of business success. By prioritizing cybersecurity, aligning initiatives with client needs, and effectively communicating your strengths, your organization can position itself as a leader in the field. Embrace cyber hygiene as a cornerstone of your competitive strategy, and watch as it opens doors to new opportunities, strengthens client relationships, and drives long-term growth.

Now is the time to turn your cybersecurity practices into a beacon of trust and reliability. Let your commitment to protecting sensitive information serve as a testament to your organization's excellence and dedication. The market is watching—stand out by leading the charge in cyber hygiene.



ABOUT THE AUTHOR



Joseph P. Harford, Ph.D., CSDS

Founder and President Reclamere
Chair, Americas Advocacy Committee

Joe Harford is the Founder and President of Reclamere, a leading cybersecurity firm based in Pennsylvania. With a keen focus on sales and operations, Joe is passionate about implementing innovative security solutions and fostering client trust. Beyond business, Joe is dedicated to reducing prison recidivism in Pennsylvania and enjoys spending his free time with his wife Karen, boating and hiking.

**THE EASIEST AND MOST SECURE CART IN THE INDUSTRY.
SIMPLY CLOSE THE LID AND DONE!**



THE SLAM4

BINS4 SHREDDING...SHREDDING MADE SIMPLE

The logo features the text 'i-SIGMA' in a stylized serif font with a registered trademark symbol, followed by 'Impact Awards' in a larger, classic serif font. The text is centered within a glowing golden circular ring that has a lens flare effect at the bottom. The background is dark blue with golden bokeh lights and faint circular patterns.

i-SIGMA[®] Impact Awards

Discover the Latest Industry Innovations for Improving Your Business

The i-SIGMA Impact Awards, now in its third year, were created to better showcase and acknowledge the new and innovative products and services offered within the industry.

i-SIGMA is proud to have received multiple submissions, creating healthy competition in the following categories:

- **2025 i-SIGMA Information Disposition Impact Award**
- **2025 i-SIGMA Records Information Management Impact Award**
- **2025 i-SIGMA Operational Impact Award**
- **2025 i-SIGMA Information Governance Impact Award**

Stop by all the booths in the Expo at the 2025 i-SIGMA Conference and Expo to see first-hand all of the fantastic entries, which could bring marked improvements to your business.

Here is a sneak peek at what you will find:

Information Disposition Impact

Product Name: SLAM4 Shred Cart



Company Name: Bins4 Shredding
Booth Number: 301
Release Date: 24 September, 2024

Product Description: The SLAM4 locking system revolutionizes document security and efficiency in the shredding industry.

Its self-aligning, one-hand operation eliminates lost padlocks and jammed locks, reducing service time and maintenance costs.

The reinforced lid enhances security and compliance, ensuring reliable protection for sensitive documents.

Designed for maximum durability and ease of use, SLAM4 streamlines operations, minimizes downtime, and sets a new standard for secure document destruction.



Product Name: BEV Mobile Shredder



Company Name: Shredfast, Inc.
Release Date: Fall 2024
Booth Number(s): #118, #128, & #327

Product Description: New in 2025 is the Shredfast PT-133 BEV mobile shredder. Addressing California CARB, ACT, and ACF compliance head-on, the PT-133 BEV offers highly productive solutions powered by the Battle Motors 240 kWh battery pack. Battery energy is transferred through the Cascadia Motion ePTO, which drives the core of the Shredfast shredding system. The Striker BEV chassis has regenerative capabilities that generate its own power while on demanding shredding routes. End-of-day charging is made easy with the use of a level 2 or 3 charger. Add this vehicle to your fleet to offset your internal combustion engine vehicle (ICE) disposition.



Information Disposition Impact *continued*

Product Name: ShredMetrics Management Services

ShredMetrics, LLC

Company Name: ShredMetrics LLC

Booth Number: 719

Release Date: 19 February 2025

Product Description: ShredMetrics Management Services (SMMS) lets Shredders outsource parts or all of their office work to ShredMetrics, who become a virtual extension of their company for invoicing, routing, dispatching, sending statements, or any other administrative function. This can free up staff to help grow the business or replace a departing employee with an experienced Admin ready to hit the ground running from the very first day. Programs are highly flexible ... because no two shredders are alike!



Product Name: The Metro Line of Trucks



Company Name: Shred-Tech

Booth Number(s): 417 & 429

Release Date: 1 January 2025

Product Description: Introducing the Metro line of trucks: a compact, purpose-built series designed for shredding, data destruction, and collection. Built on a 19,500 GVW chassis, these trucks excel in narrow urban environments, ensuring your business runs smoothly. With a max. height of 11' 10", they easily navigate under bridges and into underground parking structures. Experience unmatched efficiency and reliability with the Metro line.



Records Information Management Impact

Product Name: uRISQ



Maximize Value. Enhance RMR.

Product Name: uRISQ

Company Name: uRISQ / CSR Privacy Solutions, Inc.

Release Date: January 1, 2025

Product Description: uRISQ is designed to provide quick and valuable benefit to the end user. Whether through vulnerability awareness, training, or development and refinement of practices, end user companies can take the necessary steps to decrease their risk of data loss and protect their customers' data.



uRISQ's six modules fit into any small to medium size business. Regardless of what privacy and security stage an organization may be at, each module is available and can be leveraged by the organization when they are ready to mature to the next phase.

Product Name: Annex.com



Company Name: O'Neil Software

Booth Number(s): 407 & 506

Release Date: January 14 2024

Product Description: Annex.com is the first digital marketplace for secure records storage and destruction services, empowering businesses to compare providers, purchase services, and manage documents entirely online. With a pay-for-performance model, providers gain cost-effective customer acquisition while leveraging built-in automation tools for order management and billing. By bringing digital transparency to an industry long reliant on manual processes, Annex.com is ushering in a new era of efficiency, accessibility, and growth.



Operational Impact

Product Name: SLAM4 Shred Cart



Company Name: Bins4 Shredding
Booth Number: 301
Release Date: 24 September, 2024

Product Description: The SLAM4 locking system revolutionizes document security and efficiency in the shredding industry.

Its self-aligning, one-hand operation eliminates lost padlocks and jammed locks, reducing service time and maintenance costs.

The reinforced lid enhances security and compliance, ensuring reliable protection for sensitive documents.

Designed for maximum durability and ease of use, SLAM4 streamlines operations, minimizes downtime, and sets a new standard for secure document destruction.



Product Name: The docuPup 2.0



Company Name: Jake, Connor & Crew
Booth Number: 703
Release Date: 7 January 2025

Product Description: Exclusive to Jake, Connor & Crew, The docuPup 2.0 is an under-desk solution engineered to be unmatched in security and durability. The four easy-roll caster wheels and hinged lid make servicing easier than ever. The docuPup 2.0 stacks fully assembled for ease of transportation and installation. The integrated push-lock, keyed alike to your consoles and carts, greatly improves collection time. Fully JCAHO compliant, The docuPup 2.0 provides an innovative solution at an unbeatable value.



THE docuPup 2.0



Information Governance Impact

Product Name: SLAM4 Shred Cart



Company Name: Bins4 Shredding
Booth Number: 301
Release Date: 24 September, 2024

Product Description: The SLAM4 locking system revolutionizes document security and efficiency in the shredding industry.

Its self-aligning, one-hand operation eliminates lost padlocks and jammed locks, reducing service time and maintenance costs.

The reinforced lid enhances security and compliance, ensuring reliable protection for sensitive documents.

Designed for maximum durability and ease of use, SLAM4 streamlines operations, minimizes downtime, and sets a new standard for secure document destruction.



Product Name: uRISQ



Maximize Value. Enhance RMR.

Product Name: uRISQ
Company Name: uRISQ / CSR Privacy Solutions, Inc.
Release Date: January 1, 2025

Product Description: uRISQ is designed to provide quick and valuable benefit to the end user. Whether through vulnerability awareness, training, or development and refinement of practices, end user companies can take the necessary steps to decrease their risk of data loss and protect their customers' data.

uRISQ's six modules fit into any small to medium size business. Regardless of what privacy and security stage an organization may be at, each module is available and can be leveraged by the organization when they are ready to mature to the next phase.



Information Governance Impact *continued*

Product Name: The Metro Line of Trucks

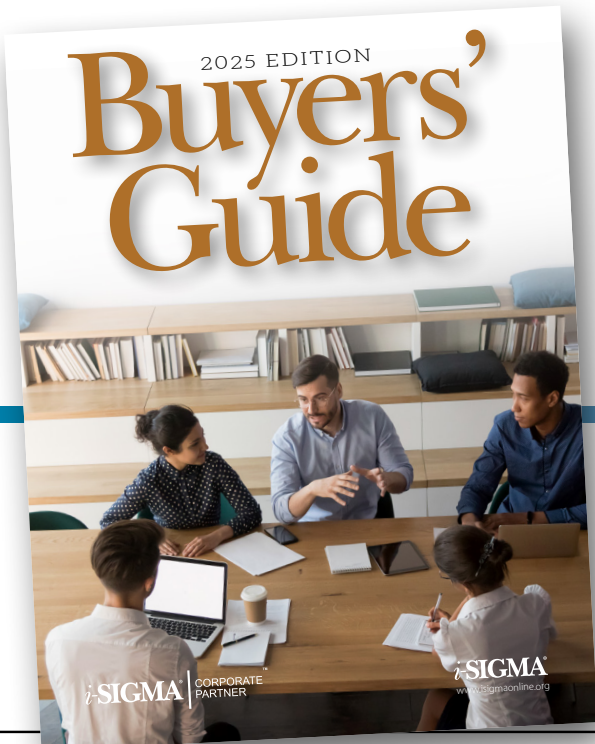


Company Name: Shred-Tech
Booth Number(s): 417 & 429
Release Date: 1 January 2025

Product Description: Introducing the Metro line of trucks: a compact, purpose-built series designed for shredding, data destruction, and collection. Built on a 19,500 GVW chassis, these trucks excel in narrow urban environments, ensuring your business runs smoothly. With a max. height of 11' 10", they easily navigate under bridges and into underground parking structures. Experience unmatched efficiency and reliability with the Metro line.



Find What Your Business Needs



The i-SIGMA Buyers' Guide is a handy directory of information destruction product and service suppliers.

These companies invest in our industry and are, therefore, dedicated to supporting the success of your business.

Make sound business decisions - support vendors who support the industry.

Use the Buyers' Guide

Find Products & Services at
www.isigmaonline.org



The logo features the text 'i-SIGMA Impact Awards' in a gold, serif font, centered within a large, glowing gold circle. The background is a dark blue gradient with bokeh light effects and a horizontal gold glow at the bottom of the circle.

i-SIGMA[®] Impact Awards

Winners of the 2025 Impact Awards will be announced during the opening Keynote presentation and all entries will be displayed in the Expo. Discover which new industry innovations will best assist your business this year and which will be designated as “award winning” by a panel of industry judges.



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 Mtg



2025 i-SIGMA Conference & Expo Sponsors



Pre-Event Networking Sponsor



Truck Party Sponsor
Pocket Guide Sponsor



Expo Hall Reception Sponsor



Keynote Sponsor



A/V Sponsor



Membership Luncheon Sponsor



Exclusive Executive Leadership Luncheon Sponsor



Name Badge Lanyard Sponsor



Attendee Bag Sponsor



Lunch in Expo Sponsor



Directional & Schedule Signage Sponsor



Water Bottle Sponsor



Exhibit Hall Preview Event Sponsor



Morning Coffee & Tea Sponsor



Morning Pastries Sponsor



Conference App Sponsor



Records Management Reconnect Sponsor



Educational Session Sponsor



Educational Session Sponsor



Educational Session Sponsor

**Sponsors listed at the time of publication. Visit www.isigmaconf.org for the most current list.*



i-SIGMA on Air at the 2025 Conference & Expo

Industry leader and podcast host Tom Adams will be live on air from a Shred-Tech shred truck turned podcast studio in the exhibit hall. Hear and see live coverage of the latest industry trends and even featuring some live audience participation.



i-SIGMA[®]
ON AIR
with **TOM ADAMS**



📍 **Stop by booth 809
to check it out and
be part of the action!**

Live from the Annual Conference & Expo

<https://isigmaonair.carrd.co>

2025 i-SIGMA Conference & Expo Exhibitors

American Container Equipment & Supplies, LLC (ACES)	717	Georgia-Pacific Corp.	117
Allegheny Shredders	103	Green Current Solutions	113
Alpine Shredders Limited	728,729	Greentec	720
Ameri-Shred	706	Hallco Industries	409
AMS Store and Shred, LLC	609	Healthcare Waste Institute	111
Annex	123	Infiniti HR	708
Authentically American	212	i-SIGMA	501
Accent Wire Tie/American Baler	611	i-SIGMA On Air Podcast	809
Babaco	510	Jake, Connor & Crew	703
Balcones Recycling	218	Keap	716
Big Data Supply	629	Merit Profiles Background Screening	607
Bins4 Shredding	301	NetGain	621
BMO Transportation Finance	411	O'Neil Software, Inc.	407
BMS CAT	109	OSO Consulting	810
Cook Paper Recycling Corporation	713	Peoplease	208
Commodity Resource & Environmental, Inc.	718	Project Pros	812
CSR Privacy Solutions, Inc.	619	REB Storage Systems Int'l	617
Data Security	231	Samba Safety	121
DHS Worldwide Software Solutions	709	Shredfast	106,118,128,327
DocuData Software, Inc.	216	ShredMetrics	719
Downstream Data	711	Shred-Tech	417,429,507,517,527,817
e-Stewards	631	*Demo Trucks in Outdoor Lot	
Electronics Value Recovery, Inc.	210	Toter	816
EZshred	233	Trans Lease, Inc.	330
Fiserv	818	Transport Tactics Group	220
FNA Inc.	710	Vecoplan	207,217,307,317
		*Demo Trucks in Outdoor Lot	
		Verizon Connect	119
		WebVitality, Inc.	508
		Wingmate	820

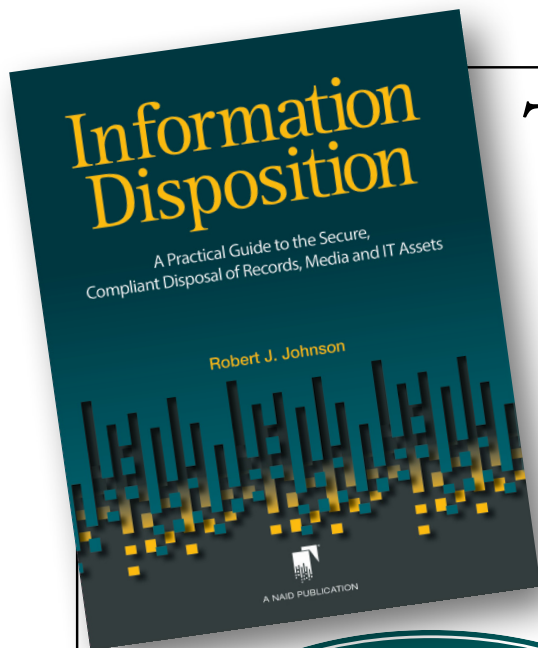
**Exhibitors listed at the time of publication. Visit www.isigmaconf.org for the most current list.*

SHOW YOUR Professionalism



Are you interested in demonstrating your professionalism in the secure data destruction industry and closing more sales? Earn your credentials and become a **Certified Secure Destruction Specialist® (CSDS®)**.

www.isigmaonline.org/csds



The 1st Complete Guide for the Secure Destruction Industry

Information Disposition contains everything one needs to know, including policies and templates, to create a state-of-the-art, compliant and secure information destruction program. This book also serves as the official study guide for the Certified Secure Destruction Specialist® (CSDS) Accreditation Program.

~~\$179~~
Members Only
\$89.50

Get your copy today!

- NAID Members receive 50% off each copy!
- Equip your entire staff; order 10 or more and receive 60% off.

info@isigmaonline.org | 602-788-6243



ShredMetrics Management Services (SMMS) Now Available: Introducing Business Process Outsourcing (BPO) to the Shredding Industry

Data destruction companies can find new operational efficiencies through virtual office support from industry experts

FOR IMMEDIATE RELEASE:



Long Beach, N.Y., Feb. 24, 2025 – ShredMetrics, LLC®, an i-SIGMA Corporate Partner Member, announced today the launch of ShredMetrics Management Services™ (SMMS™), virtual office support specifically for businesses in the data destruction industry. SMMS is a new service offering that can be tailored for Q-Shred Shredding Management Software® users.

SMMS allows for the partial and full outsourcing of regular and shredding-specific business operations including commercial vehicle routing, sending certificates of destruction, processing invoices, preparing monthly statements, settling credit card payments, posting to QuickBooks Online, generating executive reports, and more. The full launch of these services comes after two years of beta testing. Steven Innerfield, CSDS, Founder and Chief Technology Officer for ShredMetrics stated that they wanted to ensure this was something the market could benefit from and that their team could deliver these services well. They now have case studies of successful implementations that make them confident that others will benefit from SMMS.

“Over the years we noticed that many shredding businesses have challenges keeping up with the paperwork and administrative tasks,” Innerfield shares. “Some struggle to bill quickly, get Certificates of Destruction out promptly, or strategically route their trucks to reduce expenses. While Q-Shred software helps alleviate a lot of these burdens, companies still need someone to manage it. We realized they don’t always have that, but that’s where we can help and at a fraction of the cost.”

SMMS is known as business processing outsourcing (BPO) – “contracting an external service provider to fulfill a business function or process,” as defined by Amanda Downie, Editorial Content Strategist for IBM, in the article, What is business process outsourcing (BPO)? (<https://www.ibm.com/think/topics/business-process-outsourcing>). She goes on to share that, “Generally, companies outsource non-core business functions – tasks that, while essential to the business, are not part of its core value proposition.” When looking at the benefits of BPO, Downie states, “Companies have outsourced functions mainly to cut costs, save time, and improve performance... [Though], there is now an increased focus on access to technology and expertise that are not available in-house.”

Innerfield couldn’t agree more. He says, “SMMS offers operational efficiency by providing scalable support to shredding companies of varying sizes, from those just starting out to experts using the latest technology within the industry. This way, their staff can focus on data destruction and sales. It just makes sense.”

Learn more about ShredMetrics Management Services (SMMS) at: <https://shredmetrics.com/shredding-management-software/>

About ShredMetrics

ShredMetrics, LLC® (<https://shredmetrics.com/>) provides Q-Shred Shredding Management Software® and ShredMetrics Management Services™ (SMMS™) virtual office support specifically for data destruction companies. It was founded in 2020 after its owners sold their own shredding company and sought to share their tools and experience with others in the industry. They then won the Operational Impact Award from the International Secure Information Governance & Management Association (i-SIGMA) two years in a row. ShredMetrics differs from other providers as they specialize in scalable, custom-fit options with a mission to “help shredding companies find lost profits” and fix broken or unnecessarily expensive office operations.

Contact:

Steven Innerfield, CSDS
(516) 738-5225
Info@ShredMetrics.com

Proshred Enhances Secure Electronics Recycling with Total Recall Envision ITAD Software by DHS Worldwide

February 18, 2025 – Proshred, a provider of secure shredding and recycling services, has successfully transformed its Secure Electronics Recycling (SEC) and IT Asset Disposition (ITAD) operations with the implementation of Total Recall Envision ITAD Software from DHS Worldwide Software Solutions, an i-SIGMA Corporate Partner Company. By centralizing workflows, automating processes, and improving inventory tracking, Proshred has positioned itself for long-term growth in a rapidly expanding market.

“The ITAD industry is a growing sector and represents the future of secure destruction,” said Chuck Sowers, President/CEO of DHS Worldwide. “By streamlining operations with Total Recall Envision Software, Proshred has set itself up for continued success and scalability.”

Challenges in SEC & ITAD Operations

Before adopting Total Recall Envision ITAD Software, Proshred faced several operational challenges, including:

- **Fragmented Systems** – Managing scheduling, billing, inventory, and workflows across multiple platforms led to inefficiencies.
- **Limited Visibility** – A lack of integration hindered real-time operational insights.
- **Complex Inventory Tracking** – Monitoring pallets, Gaylords, and individual assets required greater precision.
- **Manual Processes** – Reliance on manual workflows slowed billing and work order coordination.

Transformative Solutions with Total Recall Envision ITAD

By implementing Total Recall Envision ITAD Software, Proshred achieved major improvements:

- **Unified Platform** – Centralized scheduling, workflow management, billing, invoicing, and inventory tracking.
- **Advanced SEC/ITAD Features** – Simplified lifecycle management for pickup requests, recycling, scrapping, and sales.
- **Comprehensive Inventory Management** – Integrated barcode scanning for real-time tracking of pallets and assets, ensuring accuracy.

- **Automated Workflows** – Billing and invoicing automation reduced manual efforts and accelerated payments.
- **Configurable Work Orders** – Streamlined inbound, recycling, and sales operations for improved efficiency.

“Total Recall’s ability to unify workflows, automate processes, and provide real-time insights has enabled us to deliver superior service to our SEC clients while seamlessly scaling our operations,” said Brian Samson, VP of Technology at Proshred.

Key Results & Business Impact

- **Operational Efficiency:** Streamlined workflows reduced administrative tasks by 35%. Real-time inventory tracking increased accuracy and reduced errors.
- **Financial Gains:** Automated billing and collections improved payment timelines and supported increased equipment sales. Integrated workflows reduced operational costs, improving profit margins.
- **Business Growth:** Increased inventory movement capacity by 25%, allowing Proshred to expand services.
- **Data-Driven Insights:** Unified reporting dashboards enabled faster decision-making and eliminated operational bottlenecks.

A Future of Growth & Innovation

Through its partnership with DHS Worldwide, Proshred has revolutionized its SEC and ITAD operations, demonstrating the power of strategic innovation and automation. With Total Recall Envision ITAD Software, Proshred has established scalable, efficient, and future-ready operations that drive business growth and customer satisfaction.

About DHS Worldwide Software Solutions

DHS Worldwide is a global leader in information management technology, serving commercial, corporate, and governmental organizations. Over 1,500 operations worldwide rely on Total Recall software for Records Management, Secure Destruction, Data Protection, and Digital Imaging solutions. With nearly three decades of industry expertise, DHS Worldwide continues to deliver cutting-edge technology solutions that empower businesses to thrive.



WELCOME NEW MEMBERS

New i-SIGMA Service Provider Members

Arkiva Ptd Lte of Singapore
Big Data Supply, Inc. in Santa Ana, CA
Black Dog Shredding Inc. in Albuquerque, NM, USA
Catchpod Document Management Ltd in Jiangsu, China
Computopt in Houston, TX, USA
Dedicated Networks Inc in Brooklyn Park, MN, USA
eWaste U.S. in Los Angeles, CA, USA
eWaste.Pro Inc in Gig Harbor, WA, USA
Hobi International in Dallas, TX, USA
Mid-American Shredding, LLC in Muldrow, OK, USA
Tech For Troops in Richmond, VA, USA
UltraCycle Technologies LLC of Albuquerque, New Mexico, USA



New NAID AAA Certified Members

Access CIG, LLC, Columbus, OH, USA
Achieve Enterprise Services in Yuma, AZ, USA
Arctic Shred in Anchorage, AK, USA
Assure EWaste Management Inc in South El Monte, CA, USA
Direct Resource Management, Inc. in Livermore, CA, USA
Dotson IT Asset Management Corp in Carrollton, TX, USA
Electronics Recycling Service Inc in Milpitas, CA, USA
Greenland Resource Inc in Chino, CA, USA
KnightHorst Shredding - KY in Nicholasville, KY, USA
Office Equipment Company in Price, UT, USA
Proshred in Fort Wayne IN, USA
Shred-it, a Stericycle, Inc. Solution in Sparks, NV, USA
Sprout in Taunton, MA, Woodland, CA and Garland, TX, USA
Sprout in Statesville, NC, USA
UltraCycle Technologies LLC in Albuquerque, NM, USA



New PRISM Privacy+ Certified Members

Catchpod Document Management Ltd in Suzhou, Jiangsu, China



KEITH WALKING FLOOR

- Automatically unloads whole or shredded paper.
- Unloads in buildings, no tipping required.
- Up to 16 ton load capacity.

541.475.3802 | KeithWalkingFloor.com



Advertise in the
iG Journal

Contact i-SIGMA today to place your ad in the next issue.
advertising@isigmaonline.org



PERFORMANCE DELIVERED

High performance in a compact footprint.

Designed to produce the heaviest bales with our single tension system. Dual power pack provides fast cycle times, redundancy and energy savings. High fed height to maximize productivity.

The right machine for the right application.

American Baler is a proud member of the Avis Industrial Recycling & Waste Equipment Division.

The Avis Industrial Recycling & Waste Equipment Division proudly serves customers across the environmental services industry, including: Metals Recycling Facilities | Materials Recycling Facilities (MRF's) | Auto Recyclers | Converting Plants Box Board Plants | MSW Transfer Stations | C&D Recycling Plants

Take Advantage of Your Member Resources

As an i-SIGMA member representative, you can access exclusive members' only educational content and marketing resources, update your membership information, and register for events.

Login to the Member Portal and Visit My Digital Library for Exclusive Access to Resources.

www.isigmaonline.org/membership/member-portal/



Advertiser Index

Allegheny Shredders ●●●	www.alleghenyshredders.com	Inside Front Cover
Alpine Shredders Limited ●●●	www.alpineshredders.com	5
American Baler ●●●	www.americanbaler.com	41
Bins4 Shredding ●●●	www.bins4shredding.com	24
Downstream Data Coverage ●●●	www.downstreamdata.com	Inside Back Cover
Jake, Connor & Crew ●●●	www.jakeconnorandcrew.com	3
Keith Walking Floor ●●●	www.keithwalkingfloor.com	41
Shred-Tech ●●●	www.shred-tech.com	4
Vecoplan, LLC ●●●	www.vecoplanllc.com	7

UPCOMING EVENTS

i-SIGMA Annual Conference

6-9 April 2025
Gaylord Texan
Dallas, Texas

www.isigmaonline.org

Webinars

Check Online for Upcoming Offerings

For more details about i-SIGMA events, visit www.isigmaonline.org

CLASSIFIED ADS

Want to place a classified ad for used equipment, trucks, or shelving and racking? The iG Direct™, the bimonthly e-newsletter for i-SIGMA, is the perfect outlet to spread the word. For \$99, Service Provider Members may place an ad that will be seen by subscribers in the secure data destruction and records and information management industry. Your ad will contain an email link of your choice and an image of the item you are selling. Run the listing in additional issues for just \$50 per issue.

Contact advertising@isigmaonline.org.

Remember, i-SIGMA not only reports the news about the secure data destruction and RIM industry, it makes the news.

Contact media@isigmaonline.org.

You're Covered, so They're Covered

Stop the cascading effects of data breach. Go beyond verbal assurances and show clients that your professional liability coverage protects not only you, but their firm too ... even if you never need to use it.

Gain the confidence and resources to stand behind your commitments in a way that no one else in the market can.

Professional liability coverage created for NAID AAA Certified companies

www.downstreamdata.com
877-710-2498



**Downstream[®]
Data Coverage**

You're Covered, so They're Covered.



Downstream Data Coverage protects against:

- Negligence/Accidents
- Intentional Acts
- Client Data Breach Notification Costs
- Emergency Remediation
- Data Extortion

i-SIGMA®

P +1 602-788-6243

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.

Copyright © 2025, International Secure Information Governance and Management Association® (i-SIGMA®). All rights reserved. Reproduction in whole or in part without the express written permission of the International Secure Information Governance and Management Association is prohibited.



Connect with us on LinkedIn

i-SIGMA



Follow us on X

@iSIGMAonline



Like us on Facebook at

i-SIGMA



Subscribe to our YouTube Channel

i-SIGMA

www.iSIGMAonline.org