



Image On ReQuest[®]

The Path
to Digitization
Starts Here.

recall[™]
Your Information. Securely Managed.

Image on ReQuest offers a simple, convenient and secure means of digitally accessing your important files stored at Recall.

- 1 Submit an order via Recall's secure ReQuest® Web
- 2 Recall retrieves and scans the file
- 3 The file is returned to the original, stored location
- 4 An alert is sent to the requestor
- 5 File download is accessible to authorized users only
- 6 File is set to expire after 30 days by default

You are Here

Securely storing your sensitive and valuable information is a key step in running your business more efficiently and compliantly. The next key step is accessing the information you need to conduct business more effectively and productively.

Recall is known globally for providing physical delivery of your information right to your door – but we also offer secure digital delivery of the information you need, right to your computer.

Roundtrip Security

Recall customers rely on us for our commitment to industry-leading security in all that we do. Our Image on ReQuest solution is no different. In fact, with Image on ReQuest, your information never leaves the safety of our securely protected Information Center (IC). But that's not all...

Requests for digital delivery may only be submitted by authorized users with approved access to our secure ReQuest Web system. Upon notification, a skilled Recall Information Center Representative (ICR) follows Standard Operating Procedures to locate and retrieve the requested file(s). Using state-of-the-art scanning equipment and technology, the ICR then digitizes the material at a Recall Information Center and securely uploads the file directly to a proprietary, encrypted image library (ReView®). Immediately thereafter, the ICR returns the physical files to their place and an alert is sent to the authorized requestor via ReQuest Web, where he/she is able to download the image (after successful login). Finally, as a means of compliance and security, Image on ReQuest files are set to expire after a predefined period of time.

Destination: Wherever You Need

With a global footprint spanning five continents and more than 20 countries, Recall can deliver virtually anywhere in the world. Now with Image on ReQuest, Recall can truly deliver what you need anywhere with an online connection. As a result, you can get the information you and your colleagues need more quickly, more conveniently and securely.

In addition, Recall can send Image on ReQuest files via Routine or Urgent delivery. By offering different price points for each, you can manage associated costs at a file level.

A Long-Distance, Long-Term Solution

Not only can you get the files you need regardless of where you are, Image on ReQuest can also help you get to your long-term destination – digital information management.

Image on ReQuest allows you to build your digital library over time – one file at a time – without incurring exorbitant and unnecessary costs. So not only will we satisfy your immediate needs, you will also be investing in a long-term solution which could result in increased productivity and profitability.

To learn more about Image on ReQuest and how it fits into the larger landscape of Recall's information management lifecycle solution set, visit recall.com today.