

BRM Update

Access to Provide Off-site Records Storage Services – No Change in Service or Staff

Effective immediately, off-site records storage services will be provided by *Access*. *Access* will replace *BRM* in the [contracted supplier directory](#); however, the services and staff for off-site records storage will remain the same as they were under *BRM*.

Key points:

- *Access* has taken over all services that were formerly controlled by *BRM/Recall*. Secure destruction, tape rotation, and off-site storage will be handled by *Access*.
- Until notified otherwise, direct all destruction service requests to *Access* by calling the 412-321-0600 customer service number or by sending an email to customerservice@businessrecords.com.
- Departments with independent contracts with *Iron Mountain* are legally permitted to transfer holdings to *Access* storage locations in Western Pennsylvania for a reduced permanent removal “perm out” fee that *Access* will reimburse. Please contact Alex Toner, University Records Manager at 412.648.3164 for details.

History

In December 2014, *Recall Holdings Limited* acquired *BRM*. The University continued to use the name *BRM* while *Recall's* rebranding process was in progress.

In May 2016, *Iron Mountain* acquired *Recall*. In order to facilitate the regulatory requirements of this acquisition, *Recall* was required to divest its document management services to *Access* in 13 cities including Pittsburgh.

As a result of this divestment, the University's services agreement for off-site records storage will be assigned to *Access*, a well-established national records and information management company.

No Changes to Services or Staff

Off-site records storage services for the University will not change. In addition, the Pittsburgh location (*Access*) has retained original *BRM/Recall* staff for off-site records storage services provided to University departments. For more information (including contacts), view the company's [information sheet](#).

Questions or Concerns

If you have a complex question or concern, please contact [Mike Durica](#), Procurement Specialist. For general questions, please contact PantherExpress Customer Service [by submitting an inquiry](#) or by calling 412-624-3578.

Thank you,

University of Pittsburgh – PantherExpress