



Customers will continue to receive the same quality service

After selling to ArchivesOne this owner remained a client experiencing first hand the high level of customer service

Phil Dunne is an attorney first, and was an owner of File Safe second. He'll tell you that people often referred to it as "his company." When it came time to discuss selling to ArchivesOne, continued quality service and care of the File Safe clients was important. Today, He not only mingles with many of his former record storage clients professionally, but he remains a customer himself.

Phil Dunne started File Safe out of necessity for his own law firm 15 years ago. It didn't take long until other businesses who had similar needs for offsite hardcopy and computerized storage were knocking on his door.

"Certainly the largest individual users initially were attorneys I knew," Dunne said. "A lot of them were facing the same space issues."

Despite the fact File Safe was run as a separate business from the law firm, attorneys and other customers knew exactly who was responsible for its creation and overall operation.

"People would always refer to it as *our* company."

So when ArchivesOne approached the growing business, Dunne had the same concerns anyone would. Could ArchivesOne continue the same level of quality service? Would his clients, including himself, continue to receive the same level of care he was providing? With a bit of apprehension, Dunne and his firm agreed to meet with ArchivesOne. They began asking around about the company, and quickly learned ArchivesOne

Dunne File

Seller: Phil Dunne

Company: File Safe; Albany, NY

Acquired: 2002

Summary: Continued customer care

"We realized they could service the customer as we had ... possibly better."

**Phil Dunne
File Safe**

not only had a good reputation for customer service, but was dedicated to technology and efficiency as well. After conducting an initial customer service survey ArchivesOne laid out a clear plan on how they could help optimize File Safe's procedures, such as driver's mobile access to printing logs and receipts.

"We realized they could service the customer as we had," Dunne said. "Possibly better."

File Safe's customers initially noticed only one dramatic change ... new uniforms and letterhead. Beside that, records are filed, and everyone's pleased.

"We haven't heard of anyone that has left," Dunne said. "We too remain a client to this day."

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