IIMI

INTELLIGENT IMAGE MANAGEMENT, INC.

2022 Company Packet

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Intelligent Image Management Inc.

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SRI LANKA

IIMI BANGLADESH

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BANGLADESH

IIMI INDIA

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IIMI SINGAPORE

Intelligent Image Management Inc.

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IIMI EXPERIENCE WITH GENEALOGICAL CONTENT

IIMI is a mature organization with a long history of keying vital records of varying formats and languages with a high degree of accuracy and timeliness. **Most of our staff members are cross-trained on multiple projects and languages.** This gives us the flexibility to ramp up quickly and accommodate fluctuating volume without disruptions.

IIMI is a global leader in data conversion with more than 5600 employees. We have corporate offices in the US and Singapore, and ten service locations in Asia. We have served the genealogy space for more than two decades. During this time **we have keyed a total of 2 billion records that equate to 85 billion keystrokes in 17 languages.**

We have keyed all of the United States Census records, vital records from several states, probate records, prison records, military records, newspaper transcriptions and other related US records.

We have also keyed the UK census records from 1840-1901, UK burial and cremation records, UK BMD records, Scottish census records and birth/marriage registers, Swedish census records, and various Irish records.

We regularly key projects for all of the top genealogical companies.

During 2021 we keyed client genealogy and family history projects from Brazil, Mexico, France, Denmark, Poland, France, Germany, Ireland, England, Ukraine, Estonia, Haiti, Latvia, Vienna, Hungary, Australia, Kiribati, Papua New Guinea, Vanuatu, Austria, Virgin Islands and from the states of Iowa, New Hampshire, Florida, Maryland, California, Maine and New York.

These projects included wills and probates, passenger and crew lists, register cards, census records, BMDs, church registers, additional fields record sets, missing fields record sets, obituary extraction, colonial papers, naturalization records, and draft registration cards.

We also have a microfilm/microfiche scanning facility in Provo, Utah where we have two high-speed NextScan Eclipse scanners and one NextScan Flexscan. **We have digitzed more than 25 million city directory and newspaper images in the last three years.**

BENEFITS

Superior quality work

Timely services

Cost-competitive

Diversified country risk

Impeccable track record

Blue Chip client list

Certified US
Minority Supplier

Security and
confidentiality procedures

ISO 27001 Certified

HIPAA Compliant

Innovative modeling

LANGUAGE EXPERTISE

We have keying experience in 17 languages. The chart below shows our experience in each language. Tamil is also another available language native to some of our operators but not listed on this chart. **Many of our operators are skilled in more than one language.**

We provide training sessions for our operators in specific languages as required by the projects. These are refresher courses for our more seasoned operators and introduction training for our new operators. We hire language experts to train our teams.

Our **project specific training** varies from project to project. **We offer a combination of classroom plus on the job training that ranges from three days to 60 or 90 days.**

	Year: 2000 to 2021	
	All Clients (Approx)	
Language	Records (Million)	Keystrokes (Million)
English	1,639.1	72,513
German	25.3	1,496
Spanish	45.4	3,123
Danish	7.7	235
French	18.7	1,242
Scottish	30.6	1,378
Portuguese	28.2	1,739
Swedish	3.5	157
Italian	0.1	6
Polish	9.9	416
Latin	4.7	225
Norwegian	5.8	317
Hindi	0.1	4
Hungarian	3.9	125
Cyrillic	0.2	6
Sinhala	-	-
Chinese	-	-
Total >>	1,823	82,982

CAPACITY

We have the agents, facilities, and employees to handle multiple projects—even more than the necessary capacity and ability—to immediately start a project. We also have the ability to quickly ramp up to needed capacity.

DEMONSTRATION OF CAPABILITY

IIMI production planning is different for each project that comes into the service locations, but most follow the procedures below and contain many, if not all, of the components listed.

The project managers decide the resource requirements, do the planning and create the efficiency for the projects. They come to know the requirements of the efficiency and conversion instructions, decide the resources needed for a particular project, and also the best place to do the project. They know the skillsets of their team members.

Planning Components for the Project Manager: (1) Reads Conversion Instructions, (2) Sets Priorities and Deadlines according to the Volume, Quality Requirements and Complexity of the project, (3) Examines Source Quality and Availability, (4) Plans Resource Requirements, (5) Decides Location, (6) Decides Skillset Requirements, (7) Selects Team Lead, (8) Sets Training Requirements, (9) Develops Internal Cheat Sheet or Training Manual, (10) Prepares QC, (11) Designs Workflow, (12) Develops Keying Tool Requirement, (13) Develops Help Databases, (14) Determines Hardware Requirements, (15) Determines Human Resources, (16) Sets Individual Operator Efficiency, (17) Determines Keying Tool Requirements.

Depending on the complexity, then the project manager decides who is going to be team leader and how many people are needed on the project. Deadline and volume becomes part of the plan. Location then becomes part of the plan. **As certain projects in other areas are finishing up, PM can utilize resources from those projects.**

HUMAN RESOURCES

Clean social audit report from Verité

Strictly no child labor

Representation of men, women and minorities at every level

Generous compensation policy, exceeding national norms

Combination of fixed basic salary and performance-based bonus

Extra payment for working 3rd shift and holidays

NDA & Undertaking by employees

BMQR

ISO 27001 CERTIFIED

DEMONSTRATION OF STABILITY

Most of our major projects are split between separate facilities in three countries. This reduces many risks inherent in the operation of offshore companies and ensures our clients another added measure of stability.

We have seasoned project managers who have been with us for more than a decade and some for two decades. They are kept current on best practices through professional development training. **Our employees receive ongoing training in their particular skills set**, along with regular reviews of safety and security protocol procedures. **We comply with national and international standards in our business.** We "give back" to the communities where our offices are located and regularly sponsor local activities.

We have a solid base of long-term core clients across several verticals that we regularly service. This on-going stability has allowed us to invest resources in experimental projects and make improvements in company infrastructure. **We have financial reserves to provide our clients with stable transitions of our workforce resources in times of instability, such as the pandemic, and any other natural or human-caused disaster.**

QUALITY CONTROL PROCESS

Our ratio for quality control agents compared to keying agents is generally 5%. Our quality inspections are measures aimed at checking, measuring, or testing of one or more product characteristics and to relate the results to the requirements to confirm compliance. Our procedures were revised in 2021.

The Project Manager and the In-Charge of projects are responsible for complying with these procedures, while the MD/Director is responsible for its approval.

IIMI quality inspection and testing procedures vary project by project depending on nature of the project along with the requirements of the client. **The Project Manager on In-Charge of Project in consultation with the MD/Director determine the customer's quality requirement in respect of IIMI's service.**

LEVELS OF EXCELLENCE

IIMI offers high-quality, cost-effective solutions for your time-critical and cost-sensitive data entry and data conversion projects.

We guarantee accuracy, fast ramp-up and attractive pricing.

We use the latest technologies and adhere to the highest quality control standards.

COMMUNICATION

IIMI values strong communication between our teams and the clients we serve. We have meetings at least once a week—or more as needed—with our clients to ensure that projects are running well and are on schedule

We work to respond quickly to questions and to resolve problems that may arise. We use Skype, WebEx, MIcrosoft Teams and Zoom for online meetings. Additionally, we make personal visits once or twice a year. We also attend RootsTech each year to support the industry and meet with many of our local clients. **We will have an online booth this year at RootsTech 2022.**

DATA SECURITY

IIMI safeguards our clients assets. **We ensure data security protocols, procedures, and physical access to vendor data stores have high levels of protection** and are only accessed by authorized employees.

We have a complete online description of our data security measures, processes, and systems. **IIMI is also GDPR Compliant.** All of IIMI's data security information can be accessed at our Compliance Content Management System portal:

URL: https://iimicms.capturedata.com:8443/
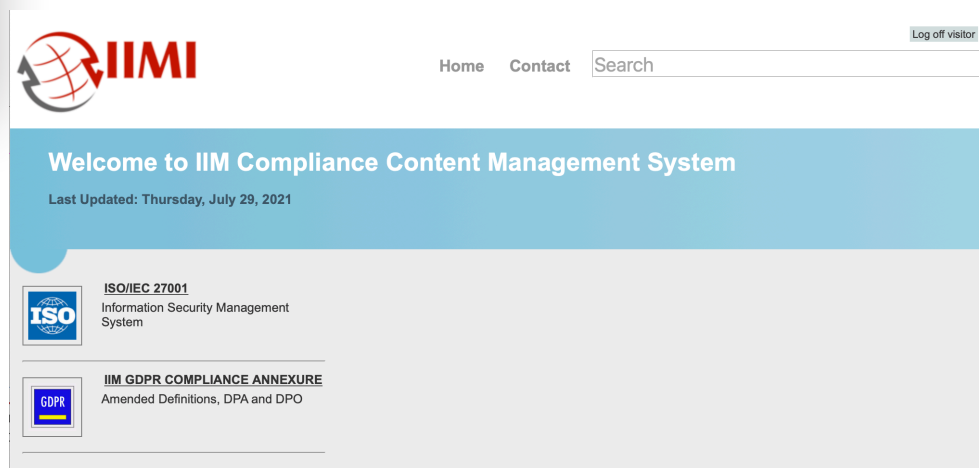
Contact Yvette at yvette@iimdirect.com for login info.

You will see the above login screen when you access the url. Use the login and password listed above and you will be able to access the information on the next page.

:: ISO/IEC 27001 :: IS-BCM-05 Disaster Recovery & Business Continuity Procedure

- **IIM INFORMATION SECURITY PROCEDURES**
  - IS-ISP-01 Information Security Policy and objectives
  - IS-BCM-05 Disaster Recovery & Business Continuity Procedure
  - IS-PES-09 Physical Security Procedure
  - Risk Assessment Methodology
  - IS-HRS-03 Human Resource Security Procedure
  - IS-OIS-16 ISMS Scope Statement
  - IIML Risk Analysis Procedure
  - IS-AUAP-01 Acceptable Usage Policy
  - IS-ISRR-01 Information Security Roles Responsibilities Guideline
  - IS-AMP-01 Asset Management procedure
  - IS-OSP-01 Operational Security Procedure
  - IS-SSP-01 IIML Supplier Security Procedure
  - IS-CLR-01 Compliance with legal and contractual requirements
  - IS-CPT-01-Capacity Planning Procedure
  - IIML Network Security Policy
  - IS-CKM-Cryptography & Key Management Procedure
  - Security Incident Response Policy -v0.0
  - Risk Treatment Procedure
  - IIML - Third Party Connection Policy
- **ADMINISTRATION PROCEDURE**
  - IS-SFW-01 IIML SDLC
  - IS-ACC-13 User Access Policy and Standard for IT Resource
  - IS-COM-15 Change Management Policy and Standard
  - IS-IQA-07 Internal ISMS Audits
  - IS-OIS-17 Organization of Information Security
  - IS-ACC-11 Server Build Guideline
  - IS-MGN-01 Management Reviews of ISMS
  - IS-COM-03 Anti-Virus Policy and Procedure
  - IS-COM-04 Back Up Media and Its Transportation Procedure
  - Data Protection Retention and Destruction Procedure
  - IIML Patch Management Procedure v1.0a
  - IIML - Service Level & Non Disclosure Agreement - v1.0
- **USER PROCEDURE**
  - IS-COM-02 Document Control Procedure
  - IS-ASM-02 Information Classification Policy and Standard
  - IS-ACC-07 Password Policy Standard
  - IS-HRS-12 Security Violations Breaches Sanctions Disciplinary Action
  - IS-PES-08 Physical Assets EOL Disposal Recycle & Re-Use Procedure
  - Nonconformity Corrective Preventive Action Report
  - IS-COM-06 Paper Destruction Procedure
  - IS-RAT-20 Preventive Action Procedure
  - IS-MNT-04 Maintenance of Equipment Procedure
  - IIM - Internet & Email Security Procedure - v1.0
  - IIMI Information Security Privacy Policy