

Document System, Inc.

Enjoy, Rick Jones
Business Development Manager

RJ: We are with Marvin Huggins today, owner/operator of Document System, Inc. in Columbia, SC. As general background for our readers Marvin, tell us how you got into the record storage business.

MH: In the early to mid eighties I was a developer for a commercial real estate firm here in SC. After a downturn in the market as a result of the '86 tax law change, I started looking into other business opportunities. I first looked into imaging in the early 90's. During my research I ran into a lot of people that I thought would be ideal customers for the imaging market who were saying that "imaging will be good for us in the future, but we have a paper management problem now." As I began looking into the document storage business I met a gentleman in Raleigh, NC who had developed a nice records center in that area and a software company to help him manage it. So I bought the software, bought a building, and opened the doors with no boxes in September 1992.

RJ: Since O'Neil was not your first software application to run your business, what were some of the criteria you were looking for when you decided to make a switch?

MH: After approximately 4-5 years of business, we were beginning to have software concerns. We saw our industry changing, there were changes in the software world from DOS to Windows, yet I wasn't seeing any of those changes being reflected in our software development. At the time our software vendor was a sole proprietorship and I became very concerned that I was going to be left behind on technology like web access and other types of automation. As I began looking at other options, I began a dialog with O'Neil Software, who I was familiar with, and some others that we discount-

ed early in a process that took the better part of a year. Then we finally decided on the O'Neil solution.

The fact that O'Neil had a Windows based product, fairly easy to use screens and reports, seemed to be financially sound, had a wide variety of support services and was focused on the record center industry were important criteria to us.

"I don't come from a technical background, I come from a business background... I think the dollars you invest in your business software are your most important... I wouldn't sleep at night if I didn't have software like my O'Neil System that I could depend on."

- Marvin Huggins

RJ: How are you using the tools of your system to differentiate yourself and grow in your marketplace?

MH: Columbia is generally a small market. I have two other competitors who each use different software. I would attribute our growth to a good economy here and a focus on the medical community, which has also had good growth. Our software has really supported us in that niche. Our clients who are generally very demanding hospitals have been very positive with us and our management capabilities. And we continue to grow in all of the hospitals. We sell the power of queries, route accounting, and the audit controls with the scanners.

RJ: You've just recently moved from RSWIN to RS-SQL. What factors drove that decision for you?

MH: Technology is going to move ahead with you or without you, and as I said earlier, we don't want to be left behind. I knew all future development was going to be on RS-SQL, so for us there wasn't any real reason not to do it.

RJ: Finally, what words of wisdom can you impart upon your fellow record center decision makers, who are facing decisions on future-proofing their companies?

MH: As with many record center owners, I don't come from a technical background; I come from a business background. First, I think

the dollars you invest in your software are your most important dollars. Secondly the location of your facility. Thirdly, supporting #1 & #2 with good personnel. But I tell people the backbone of our business is our management software. I wouldn't sleep at night if I didn't have software like my O'Neil system that I could depend on. And getting the support when I need it has proven to be very beneficial. I didn't have that with my previous software.

RJ: Thank you for sharing your candid thoughts with our readers.

MH: You're welcome. They're true thoughts. As I've said before, O'Neil's not perfect but neither are we. But at least I feel like I have someone I can work with on problems as they come up.

