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Biel's Document Management Expands in Syracuse Area

Syracuse, New York: September 10, 2010 - Biel's Document Management, the oldest document conversion firm in the country and a leader in the evolving document management industry, is embarking on an aggressive growth plan to build on its existing business in the Syracuse area. In so doing, Biel's has assembled a team of well qualified professionals.

Biel's, founded in 1939, is a value-added provider of products and solutions that enable companies to scan, store, retrieve, and use documents and information more efficiently, accurately, and securely. Leveraging decades-long business partnerships with such well respected companies as Canon, Kodak, and EMC, Biel's is expanding its customer sales, support, and service functions at its Liverpool location.

John Hamms has been promoted to area manager. After a rigorous internal review, Hamms was selected from a short list of top performing executives for this significant position in a key Biel's marketing area. "It is an honor to receive this prestigious post," he said. "We work very hard to be the trusted first choice of our customers for their document management needs."

A Certified Document Imaging Architech and member of the Association for Information and Image Management, Hamms has been with Biel's since 2001. He has over 25 years experience in the document management field during which time he has earned many awards and recognition for achieving goals, including Sales Representative of the Year while with Bell & Howell and with Biel's.

His new responsibilities include general area management, as well as the coordination of efforts to help customers improve operating efficiencies and process improvements.

Hamms, who holds a BS in Business Administration from SUNY at Buffalo, previously served as Biel's sales representative for southern New York State and northern Pennsylvania.

Simultaneously, Biel's named Kelley H. Hartman to the newly created position of Project Manager.

Hartman, one of Biel's top technical gurus, was chosen based on her outstanding results and customer satisfaction. "This is an exciting opportunity to be an integral part of Biel's aggressive growth program and meet our customers' needs," she said.

Her new responsibilities include working closely with customers to determine document management solutions, coordinate demonstrations, organize work schedules, coordinate installations, and ensure customer satisfaction.

Hartman, a 23-year Biel's veteran, is a Certified Document Imaging Architech. She most recently served as Biel's senior technical support specialist. Previously, she had handled installations, technical support, and product training for Scientific Calculations, Inc. in Fairport, New York. A graduate of dozens of industry software training programs, she has helped build the capability and professionalism of the Biel's team, which, in turn, recently led to the highest customer satisfaction ratings in company history.

Adam R. Yearley has been promoted to Support Specialist on the team. He joined Biel's in 2006 as a lead digital operator in the conversion services division. Yearley has developed a wealth of hardware, software, programming, networking, web design, operating systems, and image conversion knowledge and experience.

A graduate of Bryant & Stratton College with an AAS in information technology, his new responsibilities include working closely with customers to perform project installations and deliver pre- and post-sales support, such as demonstrations, technical support and maintenance, and training.

Biel's confirmed that Ralph T. M. Bell will remain the team's service technician for the Syracuse/Onondaga County area. Bell has served in this capacity since joining Biel's in 1987.

Bell honed his management skills in the upstate New York retail industry, then completed his education in computer repair technology at the Advanced Training Center. His background in troubleshooting and maintaining computer systems has been well-regarded by customers and industry professionals alike.

His responsibilities continue to include working closely with customers to perform installations of scanners and related equipment, conduct maintenance and repairs, and furnish equipment upgrades.

Dennis Kempner, Biel's President, commented, "This unique group of individuals is known for understanding its customers' businesses, delivering the latest in innovative products and solutions, and providing top-notch support and service to our customers. I think they'll do a remarkable job helping companies be more effective and efficient."

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