



Allegheny Supports Our Vets

Shredding Industry

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REPORT

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From the start of building to the present day facility.



Allegheny: Brilliant Equipment Makers and Industry Shakers

by Bob Haskins

Bob Haskins' relationship with Allegheny Shredders has evolved much as the industry itself has. Back in the 1980s, he bought his first paper shredder from Allegheny, having been impressed both by John Wagner and the high quality machines he was building. "He put a lot of steel in them," Haskins said.

Haskins' company was one of the first to see the need for hard drive

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Allegheny's First 50 Years: A Remarkable Ride

by Robert Wagner

It started when my father John began selling office equipment with Whittaker Brothers—perforators, coin handling equipment, office shredders...but I like to think it REALLY began in our family's garage, when my dad started designing and building shredders himself. He teamed up with Lou Yeager to launch Allegheny Business Systems around 1967. During those early years he designed and built the first 10 Hp, 15 Hp, and 20 Hp shredders in the industry...and he was off and running.

John and Lou rented an office building in Indianola, PA as they expanded their shredder line. In 1975, they started building the new factory in Delmont. John continued to expand the Delmont facility with additional buildings over the years, always staying one step ahead to allow for Allegheny's future growth. That was his style: things were never 'large enough' for John!

My Allegheny career started in our garage—my brother, Bill and I drilled over 10,000 cutters one summer. In my junior and senior years in high school I worked half days at the Indianola and then at the Delmont facility, serving for years as a gopher (go for this, go for that), electrician, installer—eventually on to sales and marketing.

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50 Years and Counting: Reflections from Jim and Tom Wagner



JIM WAGNER and TOM WAGNER, co-owners of Allegheny Shredders

The “Wagner Boys,” Jim and Tom, have logged 35 and 33 years, respectively, in the offices and on the factory floors of Allegheny Shredders—giving them a unique vantage point from which to reflect on the last 50 years.

“John would be very proud of what Allegheny has achieved,” Jim said. “We’ve become very well known in the information destruction industry, for our durable, high performance equipment and our strong customer service. You either get a good name or a bad name in this business... we’ve earned a good name.”

When asked about highlights of Allegheny’s participation in the industry, the brothers first mentioned John Wagner putting a 15 Hp motor on a paper shredder in the early 1970s, paving the way for high capacity shredding. The security crisis reflected in the Watergate scandal boosted Allegheny’s shredder sales dramatically—from 90 the year before to 400 the year after! Allegheny’s development of auto-feed capacity in the mid-1990s spurred building of later

What do the next 50 years look like for information destruction? The need to destroy increasing amounts and forms of electronic data isn’t going away.

equipment that today can produce 20 tons per hour of shredded material.

“John tried to build a 300 Hp machine,” Jim recalled. “It was never big enough for him.”

Fifteen years ago Allegheny designers modified a shredder to destroy hard drives—adapting to the age of electronic media Allegheny’s current hard drive shredders can now destroy solid state drives to a 2mm particle size; a patent is pending on one of these units.

“Business is ‘the business of change,’ John always said,” noted Tom. “We’ve had to roll with the changes.”

An industry dominated by Mom-and-Pop shops in the 80s and 90s became one of corporate entities in the 2000s, said Jim. “Doing

business with large corporations is quite different. But always, we’ve maintained key priorities:

1. Listening to customers’ needs
2. Following through with excellent delivery and customer service; and
3. Hiring quality employees. John’s passion was infectious, attracting workers who stay at Allegheny long-term—the average tenure of our previous 35 employees was 20.4 years.”

Both Tom and Jim modeled on their father’s business style. “We try to run Allegheny the way he did, with good business sense,” said Jim. “John modeled his values, and let us develop our own individual strengths. We’re shouldering a lot more responsibility now...payroll, legal issues, equipment quality and innovation, employee relations...it’s all on our necks now. But there’s good in that—we’ve grown so much.”

Which keys to Allegheny’s success stand out? “Don’t put your head in the sand,” Jim said. “You have to make changes as you adjust to the market, or your ship will sink.”

Don’t fall into complacency, either. John used to say, “It’s the first of the month, and sales have hit zero again. If that phone doesn’t ring, you’re going nowhere.”

And lastly, honor the value of hard work. “We knew even before high school what it meant to work hard,” they both said. “We started from the ground up and never take our positions for granted. A great opportunity has been handed to us, but we learned that it will only be realized if we work that opportunity.”

What do the next 50 years look like for information destruction?

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Shredder Mom Looks Back... and Forward!

If John Wagner had had his way, he would have kept designing and building destruction equipment until his 100th birthday—with Evelyn Jefferson at his side. “I’ve been with Allegheny Shredders for 28 years, but if John’s wish had come true, I’d be here for 28 years more!” Evelyn said.

“John would be very proud of what we’ve accomplished as we hit this 50-year anniversary,” said Shredder Mom. “All the new products, and continuing to develop relationships with clients. We’ve been successful not because we always ‘got it right’ but because we always MADE it right. Our longevity is based on our quality equipment but also our dedication to our customers – they always come first.”

When Shredder Mom looks back at industry highlights impacting Allegheny, she remembers 1994-1995, when the paper market went sky-high. “It was a turning point for our industry, because every recycling company wanted to shred to take advantage of the commodity pricing, and existing shredding companies also needed higher volume equipment. This was the time that we built the first Auto-Feed™ system to increase volume and decrease labor.”

Then came the Enron security breach in 2001, renewing national interest in document security. “John was on the front of the Wall Street Journal,” she remembers. “Customers quickly learned that shredding needed to be done according to a retention schedule.”

John’s foresight into the need for larger shredders and automated machines impacted the industry in



EVELYN JEFFERSON, Vice President Sales

John was one to seize an opportunity, as well. “Can you build me a hard drive shredder?” Evelyn asked him years ago, passing on the request of a client. “What’s a hard drive?” he said. She handed him a hard drive, and he said, “Of course I can.”

a huge way. “He was the inventor of ‘bigger, better, faster,’” she added.

He was one to seize an opportunity, as well. “Can you build me a hard drive shredder?” Evelyn asked him years ago, passing on the request of a client. “What’s a hard drive?” he said. She handed him a hard drive, and he said, “Of course I can.” To John, it was just a hunk of steel, and he accepted the challenge. She had that hard drive shredder a week later.

“You ride the wave of opportunity by being ready, responsive, committed,” noted Shredder Mom. “The boys are doing an excellent job of continuing this direction from John, as he

was a great teacher.”

As far as the next 50 years, Evelyn says that whatever change brings, “We’ll be there building machines for it. Our clients see the changing landscape and tell us what they need. It was a client request that led to our first automated system. And Allegheny’s reach is continuing to be global—some of the largest companies in the world are coming to our doorstep.

“Personally, I’ve grown exponentially during my time with Allegheny,” she reflects. “I’d never travelled much before, and now I’ve been all over the globe. Because of John’s mentorship, I have established meaningful relationships with our customers, which mean the world to me. The lesson I’ve learned from John is one that will keep Allegheny successful for the next 50 years: Give customers MORE than they ask for and they’ll always be back. 2067 here we come!

“See you at NAID!”

XOXO

Shredder Mom

EVELYN JEFFERSON is Vice President of Sales at Allegheny Shredders. She can be reached at (800) 245-2497 ejefferson@alleghenyshredders.com

From John’s Joke File:

Something to think about—but not too hard!

“I know you believe you understand what you think I said, but I am not sure you realize that what you heard is not what I meant.”



Allegheny Paper Shredders Over the Years

The Allegheny Headquarters Today



Planned Allegheny Architectural Drawing - 1976



Allegheny Plant Construction - 1976



Allegheny Plant Construction - 1976





Allegheny's founder, John Wagner



Robert Wagner, Evelyn Jefferson, and Jim Wagner, at the 2015 NAID Conference luncheon memorial for John Wagner.



Judy Golock, Evelyn Jefferson, and founder John Wagner



The Allegheny Team at the NAID Conference



Robert, Jeff, and Jim Wagner



Rick Cerra, Fred Self, and Steve Ciesielski

Employee Profile: Rick Cerra

The Art of Making Equipment Come Alive

Systems Design Coordinator Rick Cerra has worked for Allegheny going on 34 years, and it all began with a pool party he hosted at his home. “I asked folks to enter through our garage, and one guest saw all the building and welding equipment and engine stands lying around, and assumed I had mechanical abilities. Next thing you know, I’m working at Allegheny Shredders.”

Today, Rick’s specialty has become an important asset to Allegheny’s manufacturing team. His mechanical, electrical, engineering and hydraulic know-how contribute valuable insight when a new design is called for. He designs HMI (human/machine interface) touchscreens and works with Jeff Haley with PLCs (programmable logic controllers). “When I started, everything was ‘hard wire’ controlled, with switches, buttons, timers and relays; now everything is done internally,” Rick said. “I just program it.”

Through hands-on, in-house training and classroom learning, Rick has kept up with industry changes. Five patents on Allegheny equipment bear his name. And not least, he pushed Allegheny into the age of Internet and email.

“Very few systems are cookie cutter,” Rick said. “Almost all our machines—98 percent—are custom. With large systems that can destroy 20 tons an hour, you’ve got lots of pieces: numerous conveyors going in and coming out. And customers have different materials they’re



RICK CERRA, *Systems Design Coordinator*

Keys to Allegheny success are listening carefully to customer need and customizing, doing “whatever it takes” to make them successful; adapting to industry change; and building long-lasting equipment.

destroying, various sizes and structures of their facilities, different sensors needs, speeds, conveyor widths...we have to customize them to make it right.”

Besides designing, Rick does lots of installs and start-ups, meaning that he travels two or three times a month. “Travel is hard, but seeing the end result is worth it,” he said. “Tweaking the equipment for maximum performance, and making it come alive once it’s all set...that’s very exciting. I know what will work and what won’t, and adding a sensor or a program change can make the paper flow better, leading to maximum throughput and a happy customer. That’s my challenge and my reward: refining and maximizing to get a great result.”

“I must like my job, because I keep coming back,” he said. “I’m a little late every day, but I do show up—and stay late. I enjoy challenge, and

that happens every day around here. It’s like solving math problems. To see an idea on a piece of paper, and transform it into a concrete object that performs so well—it’s very fulfilling.”

On reflecting on Allegheny’s impact on the industry, Rick says the company has always used the latest and best technology available to manufacture a newer, better solution. “The industry has changed so much—from old wiring and switches to HMI/PLC to sensor improvements.

“Now government agencies are requiring a 2 mm piece size for SSD’s and cell phones. We have the very best equipment out there and we are always testing and improving, in order to increase throughput even more.”

The keys to Allegheny’s success are listening carefully to customer need and customizing, doing “whatever it takes” to make them successful; adapting to industry change; and building long-lasting equipment. “Other companies aren’t as willing to customize,” he said. “We’ll tweak your machine to make it perform like you want it to.” he said.

As a place to work, Rick says Allegheny has a congenial atmosphere, fostered by the family feeling. “I remember telling John, at a gathering after I’d been here about 28 years, that I’ve spent more time in my adult life with him than with my own father,” he recalled.

The ties go back to boyhood days, when Rick went to school with Jim, Tom, and Robert Wagner and was a Boy Scout when John was serving as an assistant Scout Master. “John was more than just a boss,” Rick said. “He looked after you as an employee.

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The Long and Winding Road

by Bob Johnson

While many organizations and individuals have watched the secure information destruction industry unfold over the past couple of decades, there are considerably fewer who have been there from the beginning, and fewer still before the beginning.

My involvement in secure destruction dates back to the early 1980s, which is probably one of the longest currently-active tenures in our industry. But when I found this opportunity, all those years ago, Allegheny Paper Shredders was already there waiting.

The company's founder, John Wagner, and the company he founded were already hard at work creating machines for us early adopters.

The first instance I know of in the United States where secure destruction services were offered commercially was in 1947, in San Francisco. That came from the nephew of the owner of that company, who himself started Document Services in Detroit in 1961. (Document Services was later purchased by Iron Mountain.)

By 1980, I estimate there were about 100 secure destruction services operating in the U.S., although most were relatively unsophisticated and often a division of a paper recycling company. Then two things happened in about 1985: record storage companies slowly began providing the service (instead of just selling the paper), and the mobile shredding industry began to take root.

Then, in the 1990s, NAID was founded, HIPAA and GLB were passed into law and at the very end



BOB JOHNSON, *Executive Director of NAID*

Even though John Wagner did see the magnitude of what would unfold, and even though he and his business prospered as a result, he was happy building the biggest and best machine he could, knowing the rest would take care of itself.

of the decade, identity fraud rose to become the largest form of financial crime in the nation. The rest, as they say, is history.

I now estimate that there are over 2,500 service providers in North America alone, maybe three times that number globally. And, although currently not as well developed in other nations, secure destruction is a growing business around the world. As it grows in the U.S., growth abroad is steady too, and there are emerging opportunities in electronic media destruction. Though the challenge to meet the equipment needs of this growing industry has now fallen to John's sons, the company's tradition and commitment to

John's founding principles are still there to guide them.

John admitted to me many years later that even he did not see how big and widespread the industry would eventually become. And, I am positive that Adolf Ehinger, who modified a pasta maker to create the first mechanized paper shredder in 1930s Germany, never envisioned that someone like John would come along 30 years later and make a machine of such quality and capacity, or that a company like Allegheny could become a global supplier.

But it happened; the secure information destruction industry is thriving in every corner of the globe and John's machines have been there every step of the way. I have no doubt that will continue for generations to come.

Even though John Wagner did see the magnitude of what would unfold, and even though he and his business prospered as a result, he was happy building the biggest and best machine he could, knowing the rest would take care of itself. ■

BOB JOHNSON is the CEO and Executive Director of NAID. He can be reached at rjohnson@naidonline.org

50 Years and Counting *continued from page 2*

"The need to destroy increasing amounts and forms of electronic data isn't going away," Tom said. "Home-monitoring systems, robots... who knows what directions data will take?"

Tom and Jim see a future ripe with potential, like John. "He looked forward to the next challenge, thrived on it. He foresaw the huge industry that information destruction would become. We plan for Allegheny to continue forward with his optimism." ■

As it Happened: Allegheny's Role in Our Changing Industry

by Vlad Vasak

As an experienced multinational corporate executive who's participated in the shredding industry from many angles—sales, management, operations, acquisitions—Vlad Vasak has an informed perspective on what it takes to thrive in a constantly changing landscape. He directed the Secure Destruction division of Iron Mountain in North America, and now serves as a founding member of K-2 Partners, a Mergers & Acquisitions advisory service company for the information management industry. Vlad has served on the NAID Board of Directors for a number of years, is a frequent panelist and a NAID President's Award recipient.

Reflecting on the history of the industry, Vlad sees as the first milestone the recognition by small companies of the need for protecting information (large corporations saw it sooner). The introduction of the initial 'shredding laws' such as HIPAA, FACTA and Gramm-Leach-Bliley in the early 2000s signaled the beginning of a broader need for the protection of individuals' personal information. The Enron/Arthur Andersen scandal in 2002 corporate America catapulted shredding as a legitimate component of the information lifecycle. Corporate attorneys advised clients to shred information that wasn't needed; standardized document retention programs and shredding policies emerged. "Chief Privacy Officer" became a new job



VLAD VASAK, *Partner, K-2 Partners, LLC*

“One of Allegheny’s greatest strengths is the company’s ability to innovate and develop solutions for the industry’s changing needs. This bodes wells for them, as we will probably see not just increasing demand for the destruction of new media such as solid state drives, but very likely, the demand for more complete destruction in terms of reduced particle size for all forms of information.”

title; information management had ‘found its way from the basement to the boardroom’.

However, the biggest change for the industry came as a result of the widespread growth of e-commerce in the early 2000s opening up a huge opportunity for identity theft. Almost overnight, the shredding industry’s focus shifted from corporate security to personal privacy.

As a leading provider of premium

plant-based shredding systems, Allegheny benefited from the growing demand for secure destruction. The increasing regulatory requirements for shredding impacted not just the destruction of live material but also the destruction of end of life archival material from records management companies. Given the large volumes involved, Allegheny’s large capacity systems were ideally suited to the task. Their equipment also allowed the large volume processors to build a smaller number of larger operations, allowing them to develop greater efficiency and achieve lower processing costs.

The quality and performance of Allegheny’s equipment has been key in its success. “Taking short cuts with cheap or worn out equipment is a short-sighted approach that will result in costly downtime, higher maintenance costs and lower productivity,” Vlad said. “We selected Allegheny equipment back in 1995 for our first new shredding operation in Sydney with Recall. Since then, I have specified many of their largest machines in numerous facilities around the world. Allegheny equipment is very rugged—it goes on forever. It’s a simple design, but the quality is high and if maintained correctly, will operate for a very long time. I have seen old machines reconditioned by the Allegheny factory that were impossible to tell from new.”

Vlad has fond memories of working with John Wagner. “While heading up operations for Recall and Iron Mountain, spanning a period of years, I interacted regularly with Allegheny. Meeting with John was always fun—set him a challenge and then stand back and let him come up with innovative solutions.”

Vlad sees good things happening for Allegheny in its next half-century.

“One of Allegheny’s greatest strengths is the company’s ability to innovate and develop solutions for the industry’s changing needs. This bodes wells for them, as we will probably see not just increasing demand for the destruction of new media such as solid state drives, but very likely, the demand for more complete destruction in terms of reduced particle size for all forms of information.” ■

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A REMARKABLE RIDE *continued from page 1*

All in all, I’ve been with Allegheny close to 40 years, 30 of those full-time.

Several significant events impacted Allegheny’s growth: Watergate in 1972 was one—we sold 90 shredders the year before, and 400 the year after the scandal. The Iran-contra affair further exposed information security issues. Then identity theft became a concern, prompting regulations such as HIPPA. In the early 1980s, our sales shifted from end users to service providers—document destruction became a service industry, with mobile shredding units and large offsite shredding systems. Selling shredded paper to mills enabled providers to reap profits from the paper commodity.

Responding to customer needs sparked creation of larger, high capacity shredding systems. Accommodating desire for increased volume without increasing labor costs resulted in our Auto-Feed™ System—growing up as a farmer John utilized the design of a manure spreader, to create a two-conveyor feeding system for paper. Closed-door balers were



John Wagner and Debris Shredder, 1999

added to the system to package the shredded output. Cross-shredding systems with a pre-shredder attached to a second shredder resulting in equipment capable of destroying 20 tons of paper per hour. Tipplers facilitated handling large amounts of heavy paper for either sorting or dumping into an Auto-Feed™ System. Over the years destruction evolved from paper to electronic devices (currently we sell more hard drive shredders than paper ones!). Our latest creation is the Allegheny 12HD20 SelecShred™

can build that!” Allegheny guided customers through the entire process, from collecting paper or electronics, to sorting, feeding, destroying, and baling. Our sales department became educators and cheerleaders, leading clients through the industry step by step, then supplying them when they needed upgrades, or helping them sell an older machine.

I would say Allegheny’s success is based on five core principals: First is our ability to change, to adapt. Second is our passion for what we do. Third

Through it all, John continued to meet each challenge with: “We can build that!” Allegheny guided customers through the entire process, from collecting paper or electronics, to sorting, feeding, destroying, and baling. Our sales department became educators and cheerleaders, leading clients through the industry step by step, then supplying them when they needed upgrades, or helping them sell an older machine.

Shredder that utilizes a split cutting assembly to destroy both SSDs and HDDs drives. What used to require two separate machines can now be accomplished with one Allegheny Hard Drive Shredder.

Through it all, John continued to meet each challenge with: “We

is our ability to respect and listen to the customer—satisfied customers always come back, and referrals and re-sales comprise the bulk of our business. Fourth, we consistently produce high-quality, long-lasting

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MAKERS AND SHAKERS *continued from page 1*

shredding, and Haskins remembers speaking with John about this next wave—and encouraging John to jump in. Now Bob works with Jim, Tom, and Rick Cerra to refine new equipment that can break down electronic devices into 2 mm pieces of destruction.

Haskins is CEO of GigaBiter, headquartered in Norristown, PA, a national leader in computer and electronic destruction and e-risk consultation.

“Eleven years ago, we sold off our records management and paper shredding businesses and got into hard drive and electronics destruction. I was bored, and wanted a new challenge...this electronic side proved to be very interesting to me. Allegheny built several of our initial HD shredders for us. I’d say we were instrumental in designing the shredders with them—it’s a slightly different process than building a paper shredder. We’ve now got about 10 HD shredders from Allegheny, and we use them for our mobile shredding.”

Haskins remembers John Wagner’s early involvement in getting NAID up and running. “Bob Johnson’s

BOB HASKINS, *GigaBiter CEO*

... I love working with the electronics. I’m never retiring! Together with Allegheny, we’re coming up with exciting new design ideas. We’re doing things no one has ever thought of doing. Future areas of development will involve lasers, robotics, HAMR technology...

coming up with a standard for information destruction pushed the paper shredding side along...then Bob and I worked with FACTA which marked identity theft as a major issue, and for the first time electronic destruction became more standardized. Both were huge turning points in the industry.

“Very few people saw a need for paper destruction in the beginning... now people are catching on to the need for electronic destruction. Four to five years ago the corporate world woke up to it, but we were way ahead of everybody else...I remember Evelyn Jefferson, Allegheny’s

Shredder Mom, thought I was nuts. ‘Nobody will want to destroy hard drives,’ was the thinking. But John built a first hard drive shredder, and it’s amazing how the technology has moved on to solid state drive destruction, 2 mm outputs...government agencies helped to push us to that small shred size as the securest possible output.”

Haskins and the Wagner brothers have a strong relationship, both personal and business. “I enjoy dealing with Tom and Jim, they’ve been very positive in helping us solve problems, from the paper days to the electronic times. I really enjoyed working with John as well, and the ‘boys’ have really stepped up to fill his shoes. You never know how it’s going to go in a family-based organization, but they’ve done an excellent job, founded on John’s strong work ethic. Ev is always a treat to deal with. And Rick Cerra has added a lot from the engineering perspective—with his broad skill level he’s offering great ideas. It’s been a great partnership, helped by Allegheny’s adaptability and their high equipment standards. John overbuilt, but still maintained a reasonable price structure.

“Myself, I love working with the electronics. I’m never retiring! Together with Allegheny, we’re coming up with exciting new design ideas. We’re doing things no one has ever thought of doing. Future areas of development will involve lasers, robotics, HAMR technology... staying ahead of the curve is key, and Allegheny is terrific at envisioning, then building new equipment to meet the changing landscape.” ■

BOB HASKINS
CEO of GigaBiter, Inc.
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Tom Simpson: Allegheny's Significant Impact on Our Industry

Tom Simpson has some insight into Allegheny's contribution to the information destruction industry over the past 50 years, and he should know—his company, AAA Certified Confidential Security Corporation, was the first company in the U.S. to become NAID certified.

"The founding of our trade industry NAID was probably the most significant event in the formation and success of document destruction, and Allegheny was one of the first corporate sponsors of NAID," Tom said. "When Bob Johnson brought together half a dozen shredding companies around 1994, they hashed out a blueprint of what our trade industry might look like. This was critical, because these independent organizations—none of which were doing shredding as we think of it today—were brought together by a common set of goals and concerns. Around six years later, the group approved a certification standard which rubber stamped our legitimacy and paved the way for a strong, evolving industry that's had a major impact on American business and issues of security. John Wagner was behind those industry-defining steps each step of the way."

Allegheny also pioneered the mobile shredding sector, Simpson said, building some of the first trucks and mounted shredders now used by mobile services.

"Allegheny was there at the beginning of all of this," Tom added. "We



TOM SIMPSON, CEO of AAA Certified Confidential Security Corporation

bought our first shredder from Allegheny—a glorified office shredder—and it's still on the job 30 years later. It's never needed servicing. Quality, durable equipment has defined Allegheny's success over these many years."

Confidential Security is in its 33rd year of operation, and Simpson was there as the trend among financial institutions to shred their own materials in-house grew into development of stand-alone shredding companies. His company now operates out of a state-of-the-art 17,000 sq ft facility, in which paper shredding is the heart of the business. Confidential Security also destroys micro media, hard drives, and non-recyclable materials, products, and uniforms.

"There will always be some paper to destroy," Simpson noted. "Some industries, like hospitals, have announced 'we're going paperless' but actually they haven't. But we do see less paper on our routes, and we have less quantity to ship out to recyclers. Electronic destruction is going to continue to be a large market."

Simpson met John Wagner at one of Allegheny's first "Customer Appreciation" weekends. "I was supremely impressed with his dedication and devotion to designing anything and everything," he said. "That has continued down to Jim and Tom Wagner. The products are over-engineered, you might say—they've got bigger bearings and shafts with more steel—but that's why you never have a problem with them. These machines don't break down. Other manufacturers can make the same piece of equipment, but they don't last."

What Simpson most appreciates about Allegheny, and what makes him confident the company will continue to thrive going forward, are the quality of the equipment, the longevity, and the skill and willingness to take on any project.

"Chevrolet or Ford would never say, 'Sure, I see what you need, let me tweak that for you.' I know it isn't within the scale of those companies to operate that way, but Allegheny is small enough and big enough to accomplish that. You come to them with a request and they make it work. Whether it's making the equipment fit the size of your building, or tweaking a machine to handle a particular material...they'll gladly take it on. And you can speak to the designers and builders directly, they're accessible. This type of flexibility, know-how and attitude has brought them much success, and I believe it will continue to down the road through our changing industry." ■

TOM SIMPSON

*CEO of AAA Certified Confidential Security Corporation,
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tom@confidentalsecurity.com*

A REMARKABLE RIDE *continued from page 9*

equipment. And fifth, being open to opportunity—always saying ‘YES’.

A few stories illustrate these points: About 20 years ago, we sold a shredder to Fred Self, a Dallas shredding company owner. His equipment went down on a Friday afternoon. That evening, I was on a plane to Dallas. Saturday morning at 8:00 am I arrived at his plant, found a loose wire, and was back on the plane home by 10:00 am. Fred was so impressed he told everyone about Allegheny and bought many more machines himself. We’re friends to this day.

More recently, a large international company, who used our competitor’s shredders, was having a dust problem. The competition responded “We don’t make dust enclosures,” and we said, “We can do that!” We built a dust enclosure to fit the competitor’s shredder, and next time they had a problem with that shredder, we told them about ours...and they switched their equipment to Allegheny. To another client having trouble moving their totes manually, we said, “We’ll build you a table with a tipper.” Another needed output of their shredded plastic bottles in chips instead of strips—so we built a cross-shredder to create chips. If there’s a problem, we find a solution!

The best reward for me in working with Allegheny has been working as part of a successful team. It’s important to be engaged with the customers—they bring their ideas, inspired by their own customers, and we can fulfill those needs. Deep bonds and

friendships have grown from our relations with customers.

Where is the industry headed? As more and smaller devices appear, capable of holding increasing amounts of information, we’ll have to keep changing. From paper to microfilm/fiche to reel-to-reel to CDs to laptops and phones to HDDs and SSDs—eventually all those will be obsolete and something else will need destruction. Adaptability is crucial.

If Allegheny continues doing business the Allegheny Way, we will continue to be strong and successful. Of course the landscape will look different—lasers? robots?—but we’ll be ready and eager to meet it for the next 50 years. ■

EMPLOYEE PROFILE *continued from page 6*

Jim and Tom are doing a fantastic job, filling a very large pair of shoes. My son works here now, too—I wouldn’t have encouraged him if I didn’t think highly of this company.”

When he’s not on the road or solving problems at the Delmont plant, Rick enjoys camping with his family. Of his six children, three are still at home. He enjoys hunting, snow skiing, water skiing...and spending time at the family cottage in the mountains of western Pennsylvania. With business booming at Allegheny, he’d better grab those moments when he can! ■

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What Happened in 1967

Since we are celebrating the 50 year anniversary of Allegheny, lets take a look back and see what was happening when Allegheny first began the journey into the secure document destruction world in 1967...

- The first Superbowl was played at the Los Angeles Memorial Coliseum between the Green Bay Packer and Kansas City Chiefs on January 15th
- The Beatles released Sgt. Peppers Lonely Hearts Club Band on June 1st
- The first issue of Rolling Stone was released on November 9th. It featured John Lennon on the cover
- On December 3rd the world’s first human heart transplant operation was performed in Cape Town, South Africa by Dr. Christiaan Barnard
- Thurgood Marshall was sworn in as the first African American justice on the Supreme Court on October 2nd
- The “Big Mac” was debuted in Uniontown, Pa in 1967. It sold for 45 cents!
- Pamela Anderson becomes Canada’s “Centennial Baby”. She was the first birth recorded in Canada on July 1st, 1967, the 100th anniversary of Canada’s official founding.
- Vanilla Ice was born on Halloween 1967