

Sizzling summer of business suits document outfit

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Alberta Uteley scans documents at RIM Solutions on Wednesday. The Henderson-based company said it has grown at about the same rate as the national economy over the summer. Photo by [Christine H. Wetzel](#).

RIM Solutions, a Henderson-based technology company that scans and stores hard-copy documents, has grown at about the same sizzling rate as the national economy over the summer.

Owners Bill and Lanie Isgrig said they've definitely seen an uptick in business, though they've revised revenue projections only slightly upward from the \$400,000 they estimated six months ago.

"Businesses are starting to spend their money again and there's more money to invest," said Lanie Isgrig, president of RIM. "We had a good July and August. Third-quarter numbers were really good."

The company made a few personnel changes since it was featured in the Review-Journal as a new business in a city highly attractive to entrepreneurs.

RIM Solutions eliminated its vice president of business development, Jim King, absorbing the position into Bill Isgrig's role as chief executive officer for now.

A new salesman is being hired in mid-November.

"You have to know the technology to sell it, not just the concept," Lanie Isgrig said.

A key addition to the staff is Seng Lim, vice president of information technology. The Isgrigs had met him in Spokane, Wash., before they retired to Las Vegas and then decided to start their business in February 2002.

They wanted to hire the Malaysian right away, but needed to get all of his immigration paperwork in order. They paid for his move to Las Vegas.

Lim, who put together a five-minute Flash player promotional CD-ROM on the company with the help of his sister in Malaysia, is developing programs for RIM's government contracts with the Department of Justice and Internal Revenue Service.

Along with the government jobs, RIM has contracted its services with major automobile dealerships in the valley and a number of medical companies.

"The thing that's happened to us in the last six months is not only new customers, but the business community has recognized us," Lanie Isgrig said. "Which is a good thing here in Vegas, because until they do, you're not going to succeed."

Bill Isgrig drew a graph to describe the company's revenue growth over time, marking a point at the top of the curve.

"We've gone this far and we need to go this much farther and we're home free," he said. "We're putting money in the bank for growth. If we had minimal growth, we'd double our capacity for space and employees. If we had maximum growth, I don't even know what the numbers would be. Maybe open another office."

"The business model we have here is starting to prove itself. It has proven itself."

The CEO got a call from a guy in Seattle who wanted to go into the same line of business as RIM, but didn't want to do it "cold turkey."

"He was talking about a joint venture. The two years we went through all the sweat and turmoil, I didn't see anyone. Once they see you're successful, they want a piece of the pie," he said.

"I don't know if that will equate to more dollar revenue or someone just looking at what we're doing, but there is potential there."

As for how RIM Solutions can grow its business over the next few years, Bill Isgrig said one way is by becoming a subcontractor to major government contract holders such as the IRS and Department of Justice. He said he's talking to a potential client that could put RIM over the top of its growth chart in a matter of months.

Also, the company is looking at new technology and sales of computer software and hardware related to the document storage and scanning business.

Lanie Isgrig has met with representatives of companies such as Fujitsu and Kodak to talk about RIM becoming a value-added reseller for scanners that capture the image of documents.