

CUSTOMER STORY

# TOP-RANKED ACADEMIC MEDICAL CENTER

## CUSTOMER CHALLENGE

With over four million unindexed patient files across 150 linear feet, the hospital was holding on to records too long and, as a result, was struggling to contain their storage costs. They knew they needed to destroy eligible records but had no way to identify, outside of physically reviewing each record, which records were eligible. Moreover, funding such a labor-intensive project would likely break the budget – particularly as the organization was heavily focused on controlling capital expenses.

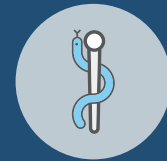
## SOLUTION

By incorporating **Iron Mountain Smart Sort** into a **Managed Service Program**, the organization was able to capture metadata and securely shred destruction-eligible records in a consistent and compliant approach. In addition, they were able to embrace an outcomes-based program that provides the ongoing reporting and predictable pricing required to measure and optimize value over the longer term.

## BUSINESS OUTCOME

The organization effectively contained long-term storage costs while transforming to an outcomes-based approach that:

- **Provides** budget control and predictability
- **Frees** up limited onsite space and resources; in fact, two large buildings were immediately reallocated
- **Enables** the defensible and timely destruction of records
- **Establishes** a framework to seamlessly digitize patient records and apply AI/ML technologies for future research



## INDUSTRY Healthcare

## SOLUTION

Managed Service Program

- Smart Sort
- Secure Storage

## BUSINESS OBJECTIVE

To identify and immediately destroy eligible records while transforming to an outcomes-based approach to contain long-term storage costs and elevate program value.

To learn more about the Iron Mountain Managed Service Program, contact us at 800.899.IRON or go to <https://reach.ironmountain.com/HealthcareMSP>