

Outsourcing Information Management helped reduce operating cost dramatically



“In selecting a service supplier one of the most important aspects was quality of service. Iron Mountain performs very well and delivers against the required service level to our satisfaction.”

*Ramkishan Sharma
Manager, Operations
Bussan Auto Finance India Pvt. Ltd.*

PROBLEM

- Increasing operating cost
- Deviation from the core business activities
- Increasing risk of managing information inefficiently
- No timely retrieval.

SOLUTION

Iron Mountain’s Records & Information Management Solution

VALUE

- Security for the critical information
- Reduced cost of managing information internally
- Frees up valuable space
- Increased productivity
- Able to focus on the core activities.

The Customer

Bussan Auto Finance India Pvt. Ltd. (hereinafter referred to as **BAF India**) is a Non-Banking Finance Company under Sec. 45-IA of the Reserve Bank of India Act, 1934, established with a view to finance Yamaha Two Wheeler Vehicles across India. BAF India is a Joint Venture of Mitsui & Co., Ltd and Yamaha Co., Ltd. BAF India is established with a view to enrich the lifestyle of Indian society through customer-friendly and quality financial services and to become the most preferred financier for customers and dealers of Yamaha two wheelers across India setting a benchmark in the industry.

The Benefits

BAF is an established financier for two wheeler vehicles and known for its financial operation excellence. With the growing business and day by day increasing pool of records, BAF was struggling with its routine information management activities. The process of managing information was both inefficient and time-consuming.

The data managed by BAF is critical and sensitive customer information. Hence the company needed to protect and securely back up their customer information in a programmed fashion. BAF evaluated the existing process of managing information and decided to onboard an efficient partner to enhance their Customer experiences and to reduce the operating cost/expenses.

With Iron Mountain Records Storage services, The Customer has achieved convenient solution for offsite document storage and retrieval and it is helping them effectively store, manage, safeguard and retrieve vital business records. No more moving heavy boxes or searching for right document from self-storage. Few simple steps presented by Iron Mountain making information management easy for the Customer.

Over the time people feel comfortable doing work the same way but the growing business needs constant changes in the direction of making things more convenient, fast and cost effective, says Mr. Ramkishan and partnering with Iron Mountain was surely a vivid step for BAF. Iron Mountain is a renowned name in the industry and has been providing the best services as per our requirements. During the period of our association with Iron Mountain, we have been manage to increase our productivity, decrease operational cost and the risk associated with loss and damage of information has been reduced.