

Case study

Financial institution achieves enhanced audit compliance and secure remarketing with Iron Mountain Asset Lifecycle Management

From secure chain of custody and ServiceNow integration to remarketing and advanced reporting, this large financial institution boosted its IT asset disposition program with Iron Mountain.

Advanced reporting and streamlined service

In its commitment to IT excellence and compliance, a leading US financial institution sought to improve its IT asset disposition (ITAD) program and address a critical need for more robust reporting when disposing of retired laptops and various IT equipment.

Previously challenged by multiple weekly reports that didn't meet the demands of auditors, the institution needed a new solution that could not only provide more detailed information on end-of-life IT assets but also bring a secure chain of custody to their doorstep while integrating with its existing systems. To be worthwhile, changing vendors had to be a seamless and positive experience from the get-go. Choosing Iron Mountain's ITAD program for corporate end-user devices made sense.

Equipped with advanced barcode scanners, onsite teams work closely with Iron Mountain to meticulously reconcile every end-of-life asset against a presubmitted list before

assets leave the premises. This enhanced chain of custody not only fortifies the organization's audit compliance but continues to empower IT leaders with real-time analytics and visibility throughout the asset lifecycle, setting a new standard in their ITAD program management.

With Iron Mountain, the institution now processes and ships out more than 1,000 end-of-life IT assets per month from the convenience of its local facilities. And redesigned audit reports are tailored to the organization's specific regulatory needs.

“With onsite laptop and desktop scanning, we know the exact assets we requested to be picked up are picked up, and we're able to use ServiceNow to place our pickup requests.”

-Customer



Industry

Financial services

Challenge

Pressure from auditors and a growing need to connect IT asset disposition to sustainability initiatives had this financial institution seeking a new partner to integrate with its current systems and expand remarketing and reporting.

Solution

Asset Lifecycle Management

Results

- Scaled end-of-life processing to 1,000+ IT assets per month with localized pickups and enhanced chain of custody
- Completed ServiceNow integration followed by POC in 4 months
- Increased remarketing opportunities and capability for audit compliance and sustainability reporting



ServiceNow integration

Integration with the institution's current use of ServiceNow was critical in the decision to move forward with Iron Mountain. In just four short months, the institution worked closely with the Iron Mountain team to implement IT service requests through ServiceNow and enable a more accurate and efficient verification process.

During implementation, the Iron Mountain team maintained momentum by establishing weekly check-in calls with program leaders and ServiceNow consultants to ensure alignment and technical performance. After the initial integration, the team quickly achieved proof of concept (POC) requirements.

The organization was able to streamline the previously time-consuming IT request and scanning process to save the ground team time, energy, and manual effort.

Secure chain of custody

The secure handling of IT equipment from use to disposition is a vital component of data security for

financial institutions. This customer noted the security and satisfaction they felt by using Iron Mountain to handle and transport their IT assets containing sensitive data.

After scanning, each retired asset is carefully collected and loaded by an Iron Mountain employee into a hardened, double-locked, and surveilled truck. From here, the assets are kept in a secure and traceable chain of custody until they reach their final destination at a recycling or remarketing facility, where data-bearing components are thoroughly sanitized or destroyed.

“Iron Mountain drivers with secure and hardened trucks give us peace of mind around the chain of custody for these assets.”

-Customer



A remarketing strategy that works

As part of its commitment to sustainability, the institution resells, or remarkets, some of the IT assets that are decommissioned from each facility. Remarketing keeps harmful electronic waste out of landfills and helps recover value from the institution's end-of-life equipment.

These circular economy efforts are regularly shared with the organization's head of sustainability through the new and more robust ITAD reports provided by the institution's partnership with Iron Mountain. A solid ITAD program with a strategic approach to sustainability is not only good for the environment but also significantly bolsters the organization's sustainability credibility and future growth.

Asset Lifecycle Management for financial services

Support your organization with secure ITAD and end-to-end hardware asset management from Iron Mountain's Asset Lifecycle Management services.

Learn more at
ironmountain.com/ALM.

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About Iron Mountain

Iron Mountain Incorporated (NYSE: IRM), founded in 1951, is the global leader for storage and information management services. Trusted by more than 220,000 organizations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 countries, Iron Mountain stores and protects billions of information assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include secure storage, information management, digital transformation, secure destruction, as well as data centers, art storage and logistics, and cloud services, Iron Mountain helps organizations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit www.ironmountain.com for more information.

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