Global healthcare organisation stabilises records operations with Dedicated staff

IRON MOUNTAIN®

From medical devices to consumer packaged goods, this multinational organisation develops and produces a broad range of healthcare-related products. Because of this, its everyday workplace operations are vast, complex, and governed by stringent regulatory standards.

Separate business segments resulted in fractured records system

For this organisation, having decades of information stored across disparate platforms led to significant operational issues. As a large healthcare entity, the need to securely process and store sensitive information is critical. However, because this organisation was divided into three distinct business segments, each of these areas had its own records and information management (RIM) systems, which resulted in:

> Fragmented daily workflow operations

> Lack of cohesion around data and information governance

> Inconsistent metadata capture across multiple databases

These disconnected systems posed significant risks to the organisation and its ability to efficiently serve customers. To elevate its RIM programme, this customer needed more reliable, trained, and expert resources that its existing contractors were unable to provide.

Industry

Life Sciences

Challenge

This multinational healthcare organisation had very specific RIM workflows and processes. To prevent broken workflows and inconsistent metadata capture, it needed reliable, trained, and expert resources which existing contractors were unable to provide.

Solution

Iron Mountain Dedicated Professional Staffing

Value

> Re-badged existing resources to stabilise records operations while minimising disruption

> Organised and maintained databases for all assets, onsite, offsite, or at any stage of the information lifecycle

> Frequent audit support and management of customer site closings to ensure RIM policy compliance

> More than 15 years of records and information management support

Dedicated records and information support staff

To address its RIM challenges, this customer chose to partner with expert records and information management professionals from Iron Mountain. Multiple staff resources from Iron Mountain were put in place to help conduct day-to-day records needs. These dedicated roles include records supervisors, archivists, records analysts, and general support staff who help maintain the customer's RIM programme and eDiscovery processes.

For over 15 years, Iron Mountain has supported this organisation with 25 full-time professionals. In addition to daily support, the customer receives frequent audit support and site closing management throughout North America to ensure RIM policy compliance.

Elevating operations with records and information management support

By instituting outside support, this organisation had the opportunity to improve its RIM processes in parallel with everyday operations.

Here are a few of the benefits this customer experienced:

> Align records and information across all business segments

> Maintain a high level of operational consistency

> Expand and grow RIM programme

With Iron Mountain Dedicated Professional Staffing, you'll have trained and screened RIM professionals working alongside you to implement and administer your programme. With years of experience in best practices, policy management, and consistent implementation, Iron Mountain can help you achieve a compliant and effective RIM programme.

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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 organisations 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 centres, art storage and logistics, and cloud services, Iron Mountain helps organisations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working.