

CUSTOMER STORY

A GLOBAL LEADER IN PHARMACEUTICALS

CUSTOMER CHALLENGE

Seeking aggressive cost avoidance, this leading pharmaceutical company was looking to transform their information management program to enable better governance. Yet, unable to identify records that may have reached their end of life, the organization was holding on to records longer than needed. Making matters worse, they had little to no capital funding available to support a large-scale destruction project.

SOLUTION

The Iron Mountain Managed Service Program enabled the customer to leverage opex to consolidate vendors and transform their program. Embracing a comprehensive solution provided at a single flat-program rate, the customer was able to securely store and consistently index records across the organization. They also gained the ongoing administrative support required to enforce retention policies and enable timely – and defensible – destruction of eligible records.

BUSINESS OUTCOME

Today the customer has an optimized information governance program across the U.S. This transformation enabled the organization to:

- **Consistently** apply policy to improve compliance
- **Simplify** vendor management and streamline billing processes
- **Improve** reporting and measure program value enterprise-wide
- **Stretch** budget further to gain access to the scanning and automation services needed to advance digital transformation



INDUSTRY

Life Sciences

SOLUTION

Managed Service Program

- Secure Storage
- Staffing Services
- Information Governance Advisory Services
- Secure Shredding
- Document Conversion Services

BUSINESS OBJECTIVE

To enable better governance and timely destruction of information.

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