

## CUSTOMER STORY

# A LEADING GLOBAL PHARMACEUTICAL AND MEDICAL DEVICE COMPANY

### CUSTOMER CHALLENGE

With two large recent acquisitions, the customer was seeking to transform their program to establish a standard of what good looks like. However, they first needed to address the overly complex billing processes that were draining internal resources and causing stakeholders to question program value.

### SOLUTION

The **Iron Mountain Managed Service Program (MSP)** enabled the customer to leverage opex to transform to an outcomes-based model that would simplify program administration. The MSP provided the client with a flat monthly rate that paved the way for better cost controls. At the same time, the new program provided all the services required to manage the full information lifecycle, including past due destruction, in a standardized and compliant fashion.

### BUSINESS OUTCOME

By embracing an outcomes-based approach to information management, this organization was able to:

- **Drive** out inefficiencies that previously drove up year-over-year costs
- **Simplify** the billing process
- **Consolidate** vendors and harmonize contract terms and conditions to ensure consistent high-quality service
- **Secure** routine reporting to consistently track and monitor program outcomes enterprise-wide



### INDUSTRY

Life Sciences

### SOLUTION

Managed Service Program

- Secure Storage and Services
- Dedicated Professional Staffing

### BUSINESS OBJECTIVE

To establish a best-in-class approach that simplifies billing processes and optimizes 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>