



CUSTOMER STORY

AN INTERNATIONALLY RENOWNED MEDICAL CENTER

CUSTOMER CHALLENGE

With their record center building lease about to expire, this client was exploring solutions that would enable them to contain storage costs. While they considered bringing their program in-house, they realized that strategy was shortsighted. They had large volumes of legacy records and no easy means of isolating what was eligible for destruction. Worse? The program was growing, as they were generating roughly 100K cubic feet of new paper records each year. In order to contain cost and increase efficiency in the long term, they needed to find a way to defensibly destroy the records they no longer needed and accelerate digital transformation.

SOLUTION

By incorporating Iron Mountain Smart Sort into a Managed Service Program, the organization was able to adopt a fully outsourced model that enabled them to exit their expensive record center lease without overburdening their limited resources. Centralized with a single vendor, legacy records are classified and sorted by destruction eligibility date to facilitate cost-effective and defensible destruction. What's more, as new records are created they are imaged on demand to accelerate digital transformation.

BUSINESS OUTCOME

The organization freed up budget invested in the building lease while transforming to an outcomes-based approach that:

- **Reduces** their real estate footprint
- **Contains** physical storage growth and costs
- **Ensures** standardized, compliant, and secure release of PHI
- **Enables** ongoing reporting and measurement
- **Provides** a prescribed paper exit strategy



INDUSTRY

Healthcare

SOLUTION

Managed Service Program

- Smart Sort
- Dedicated Professional Staffing
- Secure Storage
- Release of Information
- Document Conversion Services
- Secure Destruction

BUSINESS OBJECTIVE

To exit their record center building lease and accelerate their path to paperless to contain costs and elevate efficiency.

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