



INDUSTRY

Manufacturing and Engineering

CHALLENGE

Acquisition triggered need to transform records management and data protection processes

SOLUTION

Off-site data protection and records management services, introducing process consistency and enhanced security

VALUE

- Greater protection of information and reduced business risk
- Single view of archives with unified management approach
- Improved compliance and better use of space

CASE STUDY

SSB WIND SYSTEMS

END-TO-END SERVICE MITIGATES INFORMATION RISKS

FRESH PERSPECTIVE

Established in 1970, SSB Wind Systems GmbH is a German specialist designer and manufacturer of rotor blade control systems as well as switch and control cabinets for wind turbines. The company had always managed its own records, each department maintaining its archives in-house in accordance with the required German standards. However, its acquisition by Emerson Electric introduced a whole new perspective.

Holger Gemassmer, IT Director at SSB Wind Systems, explains: "Being part of a massive US corporation meant that we needed to meet new group policies on records management and data protection. So, as well as meeting Handelsgesetzbuch - the German commercial code - we now needed, for example, to demonstrate compliance with internal audit requirements as well as Sarbanes-Oxley regulations."

PERFECT MATCH

The company had to reorganise its data and records management. One of the first areas of focus was the introduction of off-site secure storage of data back-up tapes, a vital aid to business continuity in the event of a catastrophic IT failure or natural disaster. After considering various options SSB Wind Systems chose the Iron Mountain® off-site data protection service.

Holger Gemassmer says: "Iron Mountain was a perfect match for us. It could offer us the type of service we needed and it was a known quantity because it also supports Emerson Electric extensively in the US, in the UK, and elsewhere around the globe. Internally, within the corporation, when we said that we intended to work with Iron Mountain, there was immediate confidence in its capabilities."

SINGLE STORAGE SUPPLIER

SSB Wind Systems conducts daily, weekly, monthly, and annual back-up procedures, with tapes rotating every five weeks. Tapes are always transported in a secure metal suitcase to which only the company and Iron Mountain have the key. The next task was to review paper-based records and move document archives off site for better internal compliance. Once again it chose Iron Mountain.

"Iron Mountain has an impressive bespoke storage facility nearby, giving easy access to files should we need it," confirms Holger Gemassmer. "It also made perfect sense for us to have a single supplier for both tape and document storage."

Another attraction was the functionality of the Iron Mountain Connect™ online portal, as this would help SSB Wind Systems with indexing and management of documents and help streamline the process.

“OUR RECORDS ARE MORE SECURE, WE HAVE A SINGLE VIEW OF OUR ARCHIVES, OUR COSTS ARE FAR MORE TRANSPARENT, AND WE CAN MAKE BETTER USE OF THE STORAGE SPACE WE HAVE FREED UP.”

Holger Gemassmer
IT Director
SSB Wind Systems

LEAVING NOTHING TO CHANCE

SSB Wind Systems staff reviewed company archives and created a catalogue of stored documents. Now, after packing documents into boxes, the details including retention dates are entered into the Iron Mountain Connect portal before the boxes are handed over to Iron Mountain for safe keeping. Initially, around 150 boxes of documents containing 280,000 pages of files were lodged with Iron Mountain.

By moving its tape and paper-based archives off site, SSB Wind Systems has enhanced business resilience and compliance. Holger Gemassmer comments: “We have a nuclear power plant close by, flooding from sprinkler systems is a possibility, and fire and theft are other potential dangers. “By outsourcing to Iron Mountain all these potential risks to our business are reduced. And there are other benefits. Our records are more secure, we have a consolidated view of our archives, our costs are far more transparent, and we can make better business use of the storage space we have freed up.”

PROACTIVE, USER FRIENDLY APPROACH

Should documents be required there are several retrieval options. Iron Mountain offers a standard next-day or two-day service or, in an emergency, it can retrieve a specific file from a box, scan it and send it to SSB Wind Systems electronically. Holger Gemassmer adds: “The Iron Mountain Connect portal is a key resource. It’s a web-based service so we haven’t needed to buy or install anything to manage our files. It’s well laid out, very user friendly, and maintains a comprehensive record of where every one of our files is stored.”

With paper-based files now formally catalogued and assigned a retention date company records are being more proactively managed. When disposal is appropriate Iron Mountain can arrange secure destruction for complete peace of mind.

“Iron Mountain has proved to be a very professional company and we have complete trust in its capabilities,” concludes Holger Gemassmer. “We now have consistent company-wide processes with improved compliance, better security, and fast flexible access to files whenever we need it.”

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Holger Gemassmer
IT Director
SSB Wind Systems

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ABOUT IRON MOUNTAIN

Iron Mountain operates in major markets worldwide, serving thousands of customers throughout the UK, Europe, US, Canada, Asia Pacific and Latin America. For more information, visit our website at www.ironmountain.co.uk or at www.ironmountain.ie

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