IRON MOUNTAIN®

SOLUTION BRIEF

ONSITE PROFESSIONAL SERVICES

INDUSTRY FACT

ONLY 38% OF ORGANISATIONS FEEL THE SIZE OF THEIR STAFF IS ADEQUATE TO ENSURE EFFECTIVE INFORMATION GOVERNANCE/ RECORDS AND INFORMATION MANAGEMENT.

2019 COHASSET | ARMA INFORMATION GOVERNANCE BENCHMARKING REPORT

IRON MOUNTAIN ONSITE PROFESSIONAL SERVICES

Let Iron Mountain experts assist you in implementing and administering a compliant, enterprise-wide Records and Information Management (RIM) programme

BUSINESS CHALLENGE

TO KEEP PACE WITH RAPID INFORMATION GROWTH AND MANAGE THE COSTS OF COMPLIANCE, LITIGATION AND STORAGE, MANY ORGANISATIONS HAVE DEVELOPED RECORD RETENTION SCHEDULES AND COMPLIANT RIM PROCESSES. THESE INITIATIVES ARE OFTEN COMPLEX AND NOT EASILY UNDERSTOOD OR FOLLOWED BY EMPLOYEES, AND WITH LIMITED OR NO QUALIFIED RIM STAFF TO SUPPORT THE PROGRAMME, EFFECTIVE ADMINISTRATION IS OFTEN UNACHIEVABLE.

HOW THIS AFFECTS YOU

While your organisation may have RIM policies and procedures in place, you may struggle to implement them effectively. Whether this is due to resource limitations or a lack of support from upper management, the result is the same: increased risk, exposure to failed regulatory audits or unfulfilled business benefits.

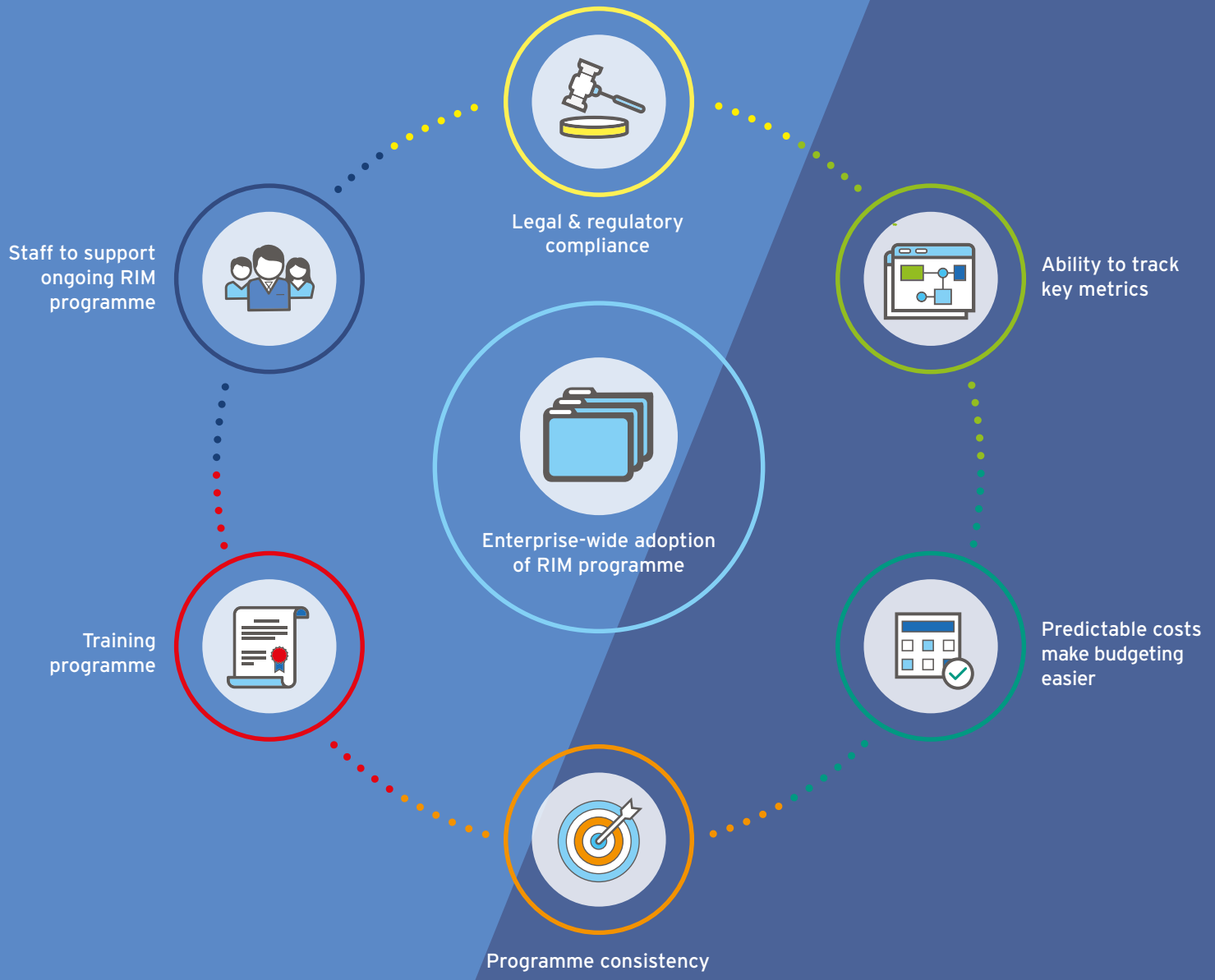
WHAT IF YOU COULD

- Place screened and experienced RIM professionals in your organisation - at just the right time?
- Gain immediate expertise for managing your electronic records as well as offsite and onsite physical records?
- Find what you need, when you need it and extract value from information through proper metadata management?
- Fully understand your obligation to protect private data wherever you do business?
- Be prepared for regulatory audits and legal requests by demonstrating better access, discovery and auditable tracking?
- Reduce litigation risk and strengthen defensibility with programme-driven compliance?
- Empower your employees to be more self-reliant when it comes to managing business records?

WHAT WOULD YOUR IDEAL RIM PROGRAMME LOOK LIKE?

ONSITE PROFESSIONAL SERVICES

WITH IRON MOUNTAIN ONSITE PROFESSIONAL SERVICES, 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.



INFORMATION GOVERNANCE PROFESSIONALS

Certified professionals will define the roles, policies, processes and metrics required to manage information throughout the lifecycle, including defensible disposition.

RECORDS AND INFORMATION MANAGERS AND SUPERVISORS

Direct oversight responsibility for all aspects of records management for both paper and electronic records.

SENIOR/RECORDS ANALYSTS

Perform information management activities for both physical and electronic records; such as Accutrac®, Iron Mountain Connect™, Documentum, FileNet®, Sharepoint®, etc.

RECORDS COORDINATORS

Supports records management activities such as creating, maintaining, processing, recording, accessing, and releasing documents, files and other information.

IMAGING SUPPORT SPECIALISTS

Onsite document prep, scanning, indexing and filing.

TAPE LIBRARIANS

Onsite data centre staff to perform tape library activities.

YOU PICK THE ROLES YOU NEED TO HELP DEVELOP AND MANAGE YOUR PROGRAMME. EVERY ROLE IS SUPPORTED BY A TEAM OF HIGHLY SKILLED AND CERTIFIED RIM PROFESSIONALS THAT ARE EXPERTS IN THEIR DISCIPLINE.

OUR PROFESSIONALS CAN SUPPORT YOU AT YOUR WORKPLACE, REMOTELY, OR FROM IRON MOUNTAIN RECORD CENTRES.

IRON MOUNTAIN ONSITE PROFESSIONAL SERVICES BRING YOU THE SKILLS YOU NEED, INCLUDING:

PROGRAMME ADMINISTRATION

- Provide subject matter expertise to establish, support, and manage Information Governance and Records Management programmes.
- Ensure compliance and retention for physical and electronic records.
- Improve business efficiency with quality metadata management.
- Train end users on your RIM programme processes, including how to use your existing Enterprise Content Management (ECM) systems and Iron Mountain Connect™.
- Standardise procedures and workflows across your organisation.
- Oversee disposition processes under your RIM programme to ensure that you are storing only what you need.

STORAGE VENDOR MANAGEMENT

- Integration of onsite management with offsite storage services.
- Quality oversight on data integrity and records classification.
- Cost-effective vendor consolidation for reduced total programme cost.

FILE ROOM ADMINISTRATION

- Administration of open-shelf and archival records storage facilities.
- File room purges and shift services, including box stacking or shredding.

BUSINESS PROCESSES AND WORKFLOWS

- Provide document indexing, sorting, scanning and conversion services.
- Integration of records management practices into scanning initiatives, including Image on Demand (IOD).
- Develop new or enhance existing workflows for greater efficiency and compliance.

WHAT YOU GAIN

- **Peace of mind knowing you have exceptional talent managing your RIM programme.**
- **The ability to spend more time on your core business because your information obligations are under control.**
- **Lower your administrative burden and keep your programme strong.**

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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 225,000 organisations around the world, and with a real estate network of more than 90 million square feet across more than 1,450 facilities in over 50 countries, Iron Mountain stores and protects billions of valued assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include information management, digital transformation, secure storage, secure destruction, as well as data centres, cloud services and art storage and logistics, Iron Mountain helps customers lower cost and risk, comply with regulations, recover from disaster, and enable a digital way of working. Visit www.ironmountain.com for more information.

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