



Solution brief

Records & Information Management Services

Records and information are the lifeblood of any organization.

Managing and protecting these valuable assets is a must.



Trust the records and information management (RIM) experts

While we live in an information age, not all information created or received by an organization rises to the level of an official record. This subset requires deliberate management to provide evidence of business transactions, decisions, and satisfaction of legal obligations.

Even as you transform to a more digital way of working, physical copies of records need to be retained to meet internal and external compliance requirements. If you aren't storing and protecting these documents using the proper processes, security, and environmental controls, and making them available when needed, you are putting the reputation and well-being of your organization at risk.

What if you could

- Safeguard your records from theft, damage, loss, or inadvertent disclosure?
- Quickly locate and access specific records and deliver them physically or electronically?
- Free up your valuable space and resources by storing your records in a secure offsite facility?
- Get the advice you need to build a records management program that helps you maintain full regulatory compliance?

Answer with confidence

With Iron Mountain, you'll have the resources you need to effectively store and safeguard your records and make them easily accessible to individuals across your organization. By leveraging our proven capabilities and best practices, you'll be able to:

- **Keep it safe.** Protect your records in facilities that adhere to strict requirements for security, fire safety, and environmental controls.
- **Get it when you need it.** Classify, store, and track your records online, following proven best practices, so you'll be able to retrieve information as efficiently as possible.
- **Manage with experience.** Leverage the insights and expertise needed to maximize scarce resources and make RIM a seamless extension of your everyday operations.



Auditable chain-of-custody

Iron Mountain facilities are governed by strict, industry-leading chain-of-custody procedures. Our proven workflows and technology-enabled tagging means you'll have complete visibility and control over your inventory at all times.



Offsite records storage

You can leverage our network of records storage facilities – which uses advanced environmental, security, and access controls – to safeguard your information.

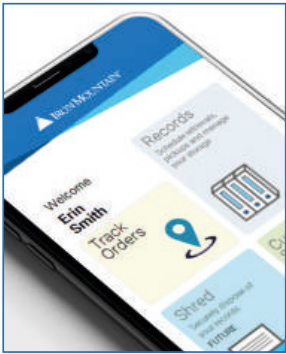
Iron Mountain Records Centers adhere to key facility requirements for:

- Security. Inclusive of perimeter, entry, and interior security, as well as construction and security planning.
- Fire Safety. Preventative measures with proven firesafe construction and dependable water supplies.
- Environmental Controls. Comprehensive environmental conditions, such as temperature and humidity controls, that safeguard your records from the elements.

Offsite doesn't mean offline

Your records will be tagged and classified using your own terminology and made available on our intuitive Iron Mountain Connect™ web portal, helping you quickly locate and retrieve the information you need to address internal and external requests.

Stay up-to-date while on the go



Using your smartphone or tablet, the Iron Mountain® Mobile app helps you stay up-to-date with your record orders. With this app, you can place new pickup orders, track existing orders like pickups, deliveries and supplies, as well as receive notifications about records and supply orders.



Specialized storage

If you have specialized storage needs, such as preserving larger volumes of records or materials that require special environmental controls, Iron Mountain can design and create a customized vault to meet your specifications.



Iron mountain's portfolio of Records and Information Management (RIM) services includes:

File Room Solution

Iron Mountain's **File Room Solution** replicates your onsite file room within a secure offsite storage environment. With our solution, active files are managed according to your filing system – with retrievals, refiles, interfiles, and drop filing performed by our expert staff.

Project Services

When it comes to implementing one-time, periodic, or ongoing **records management projects**, we are ready to help. Iron Mountain's Project Services team can purge and pack your records for storage with an option to collect metadata and index files. When it's time for an audit, we can help inventory your cartons, prepare files, and provide proof of your inventory's location.

Image on Demand and Document Scanning Services

Have your stored records digitized on demand and securely delivered with a simple request via Iron Mountain Connect™. We can also work with you to design a scalable **document imaging program** that makes records readily accessible to your employees who need the information.

Iron Mountain **InSight® Essential Edition** is a subscription-based solution that combines document scanning with digital storage in a secure cloud repository. With this solution, you can centrally access and manage your information.

Retention and Privacy Management

The **Iron Mountain® Policy Center** solution is a cloud-based retention and privacy policy management platform that provides a user-friendly way for you to know your obligations and show compliance. With Policy Center you can manage your information through the entire information lifecycle – from creation to use to disposition.

Information Governance Advisory Services

Our **Advisory Services** provide the insights you'll need to establish, manage, and customize your RIM program. You'll have access to expertise that helps you address the complexities of complying with the growing number of state and federal compliance and privacy regulations governing records.



Staffing services

With our Iron Mountain Staffing service, you'll have trained RIM professionals working alongside you to implement and administer your RIM program. With years of experience in policy management and consistent implementation, Iron Mountain can help you achieve a compliant RIM program.

Secure shredding

At the end of the retention period, Iron Mountain Secure Shredding services protect the privacy of your information by destroying paper records in a cost-efficient, safe, and compliant way. After securely shredding your documents, we recycle all shredded material and provide a "Green Report" to demonstrate your contribution to global sustainability efforts.

Clean start®

Iron Mountain Clean Start can help you maximize real estate by clearing out materials that are occupying valuable space, including paper records, filing cabinets, servers, PCs and IT assets, office equipment, cabinets, furniture, artwork, and more. We'll manage the clean-out process and facilitate the secure destruction or donation of the items you don't need and the temporary or permanent storage of the ones you do.

What you gain...

- **The peace of mind** that you're protecting your information throughout its lifecycle
- **The ability to locate, access, and deliver** a particular record whenever, wherever – and in whatever format – it's required
- **The complete confidence** that comes from supporting your records management processes with proven experience and best practices



Customer success

Texas Roadhouse

Because restaurants are meant to serve food and not manage records, Texas Roadhouse struggled under volumes of paper documents stored at each location, including receipts, personnel records, computergenerated reports, invoices, and old training materials. These documents consumed valuable space that could be dedicated to more productive purposes.

Results:

Iron Mountain supported the restaurant's effort to sort and organize paper documents at each location. At the end of a three-year process, 380,000 pounds of paper were processed for secure shredding, and 1,700 boxes of records were delivered to Iron Mountain facilities for safe storage.



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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 220,000 organizations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 countries, Iron Mountain stores and protects billions of information assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include secure storage, information management, digital transformation, secure destruction, as well as data centers, art storage and logistics, and cloud services, Iron Mountain helps organizations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit www.ironmountain.com for more information.

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