



Solution brief

# Records Management workflows that work



# Ensure protection of your information, every step of the way.

Emerging compliance requirements, the competitive value of information, and the importance of privacy have raised the bar on what organizations must do to protect information.

From the everyday to the extraordinary, you can rely on Iron Mountain to store your information and assets. With Iron Mountain, you'll benefit from industry best-practice processes and workflows, to ensure your information is securely protected, and available when you need it.

Whether your information is being sent to an Iron Mountain facility, retrieved per your request or prepared for archival destruction, there is a secure workflow in place.

## Securely prepare your information

Using Radio Frequency Identification (RFID) technology can advance your Records and Information Management program, enabling you to monitor compliance and track your assets throughout their lifecycle. By integrating

automation and technology, you can better manage and control your program and support Information Governance.

All cartons sent to Iron Mountain storage facilities require an Iron Mountain RFID label. RFID technology can be applied in three ways:

- > You can use an Iron Mountain RFID-ready carton, which has with a preapplied Iron Mountain RFID label.
- > You can apply an Iron Mountain RFID label to an Iron Mountain carton.
- > You can apply an Iron Mountain RFID label to an approved third-party storage carton.

As you send, retrieve, or destroy information with Iron Mountain, you can use Iron Mountain RFID technology to audit your inventory quickly and repeatedly. Best practices indicate that you should audit your inventory at least twice a year. Iron Mountain employees can also apply RFID labels to all your existing inventory, making your audit faster and more cost-effective as you reduce the resources required.



## 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.

## Incoming workflow

Using Iron Mountain Connect™, your online hub, you can easily schedule your cartons for pickup. A driver will arrive at your location on the scheduled date and time to pick up your cartons.

As part of Iron Mountain's process, drivers scan barcodes at every step, collecting the tracking number and details on your cartons to verify proper tracking throughout the entire workflow. If you used Iron Mountain Connect™ to schedule your pick-up, you can choose to receive an email verification that your records arrived at the designated Iron Mountain facility and are safely stored. You can also securely track the status of your order online via Iron Mountain Connect at any time throughout the order process.

### Triple check workflow

Your cartons are scanned:

- At pick-up location
- When they are dropped off at the Iron Mountain Records Facility
- At the assets' designated shelf location

Each scan is validated against the previous scan to ensure accuracy. Like all checks and balances, this process redundancy protects the security and chain of custody of your cartons.

### Data entry validation

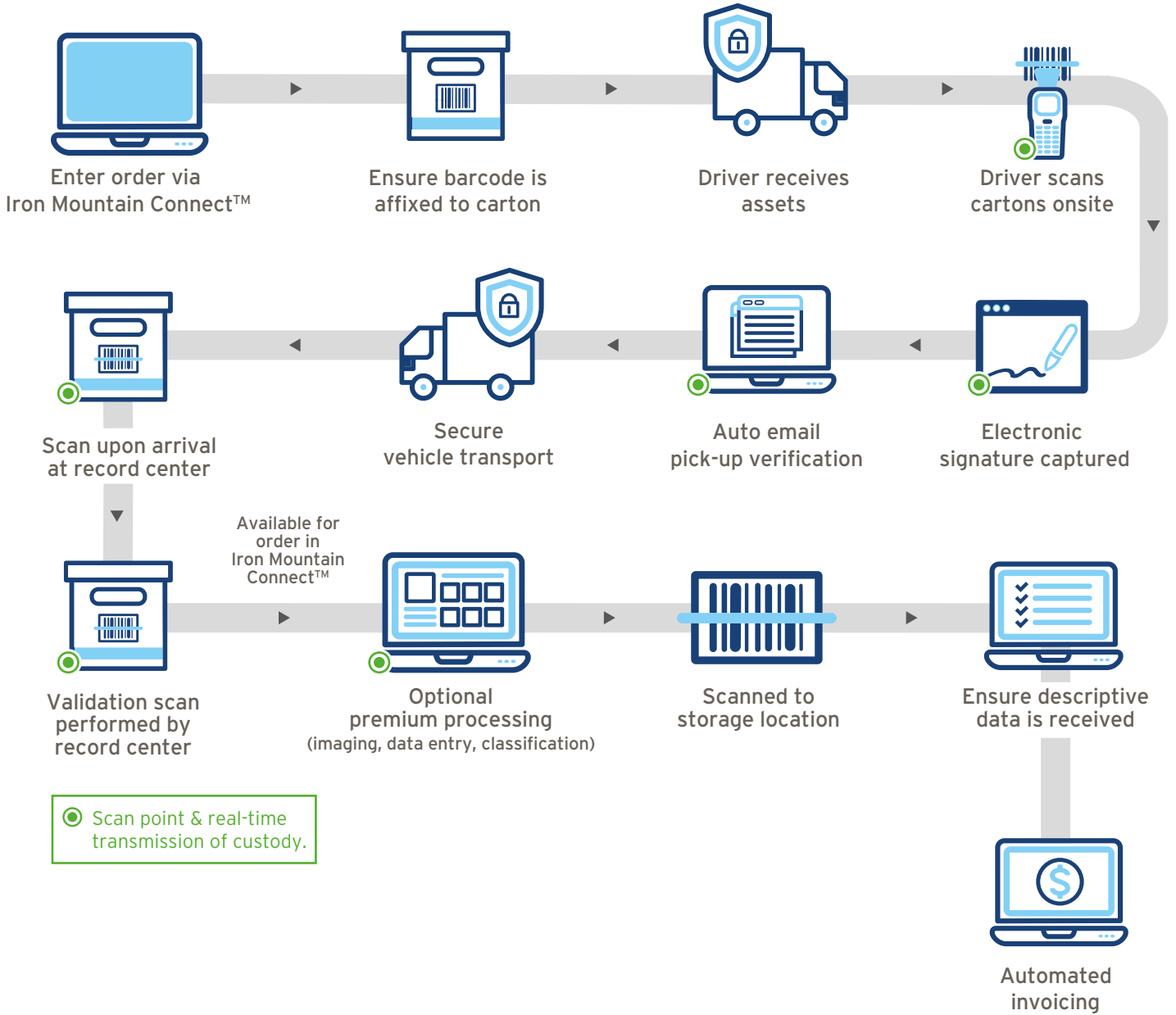
Iron Mountain validates that all new cartons are received with descriptive details so you know what each carton contains and can reference this data when you need to access your information quickly. You can input this description through Iron Mountain Connect™ to ensure quality inventory control.



Stay up to date  
while on the go

The Iron Mountain® Mobile app helps you stay up to date. With this app, you can place pickup orders, request digital access to files through Image On Demand™ and receive notifications about your orders from your smartphone or tablet.

# Records Management workflow | Incoming



## Retrieval workflow

Iron Mountain makes retrieving your information fast, secure and simple so you have access when and where you need it. With Iron Mountain Connect™ you can search for your records and schedule carton retrievals for the information that you need.

Once you schedule a retrieval, your records are packed and loaded following strict security standards. Cartons are double-banded before they are placed on the vehicle to guarantee lids are secure while in transit. To maintain a consistent workflow, and ensure you receive the information you requested, barcodes are scanned at several key steps. All vehicles are checked for route accuracy and validated upon arrival at your designated location.

### Double label scan

As a carton is retrieved, it is tagged with a retrieval label. This step provides the capability for Iron Mountain to validate the accuracy of the retrieval by performing a scan of the barcode on the carton against the barcode located on the original carton.

### Vehicle validation

Cartons are scanned as they are loaded and the vehicle cannot leave the Iron Mountain facility until all requested materials have been accounted for.

### Validation at customer site

Drivers complete the retrieval process by scanning each carton upon delivery to the designated location for transportation. This final check-and balance step validates that the correct carton was delivered to the correct customer location.

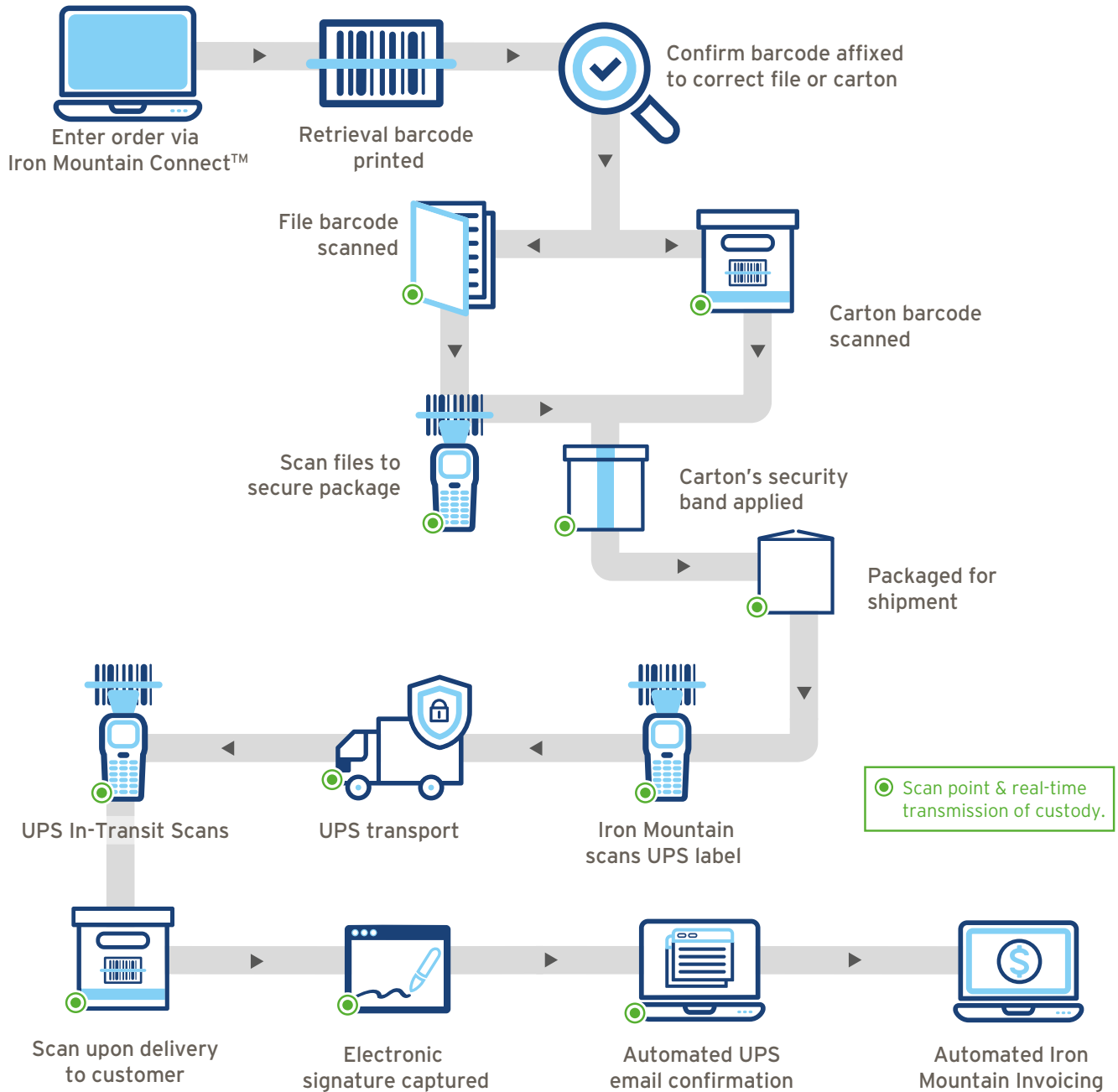


## Summary of delivery options:

- Retrieval orders of 3 or more cartons and 11 or more files will be delivered by Iron Mountain
- Retrieval orders of 1-2 cartons and 10 or less files will be delivered by UPS

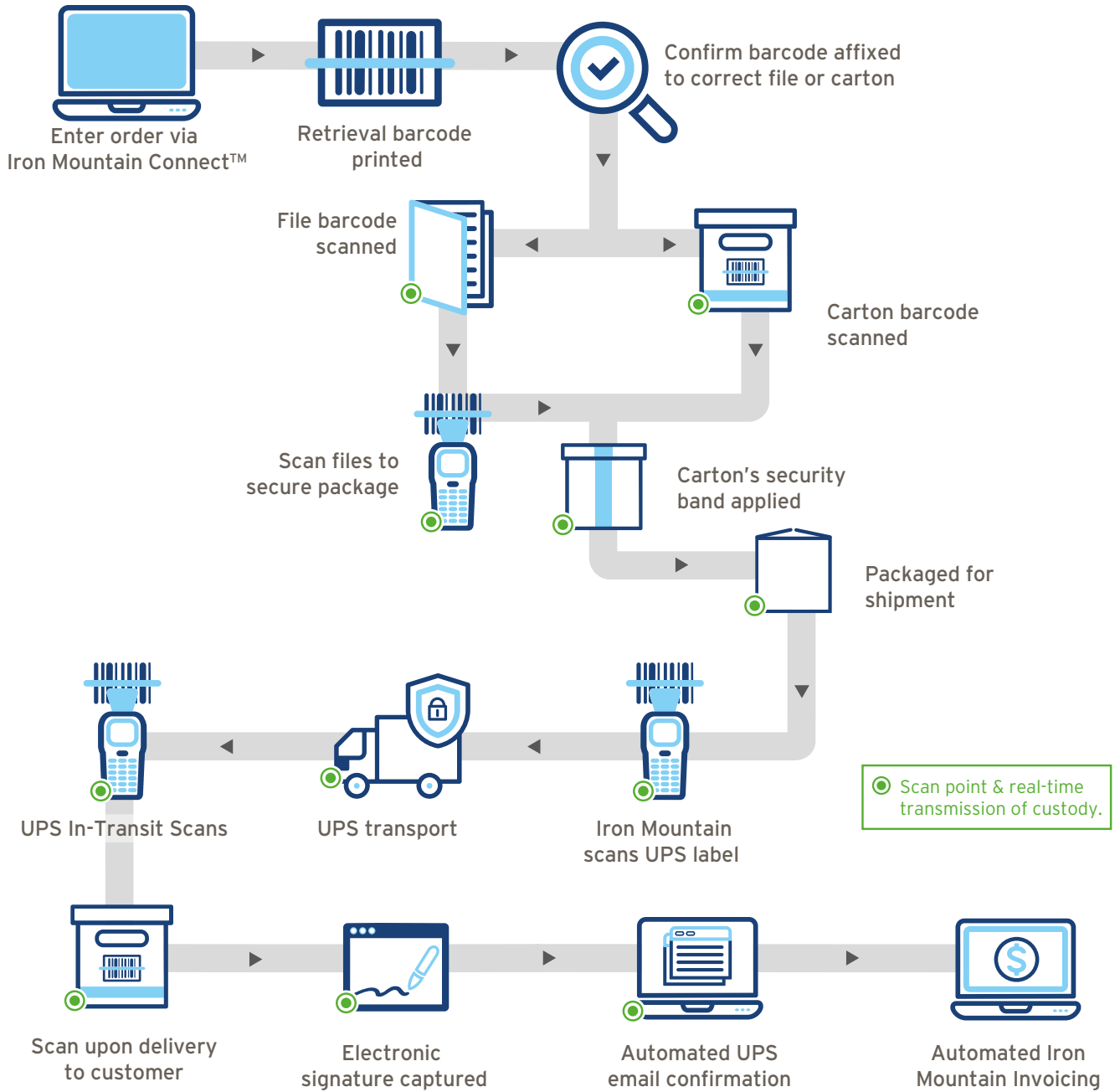
# Records Management workflow | Retrieval

## Standard process



# Records Management workflow | Retrieval

## Small & local deliveries via UPS



## Archival destruction workflow

As you manage your assets throughout the information lifecycle, you will need to defensibly dispose of them when they reach the end of their legal retention period. The process for defensible destruction must be accurate, secure and routine.

You'll determine which records you want destroyed based on your own policies and retention schedule. You will review and verify that the correct records are designated for destruction. A destruction list will be sent to you for final approval. This provides an additional layer of control and ensures that only approved items are authorized for destruction. An authorized signature is also required before proceeding. Iron Mountain's destruction services and eligibility reporting enable you to effectively manage your storage program costs while helping your organization meet its legal and regulatory obligations.

## Automated destruction eligibility reporting

Iron Mountain's suite of retention services can help you systematically manage the lifecycle of your inventory based on your retention schedule. With an automated Destruction Eligibility Report, you can easily identify which records can be safely destroyed in accordance with your organization's compliance obligations — as well as which records you need to keep for litigation, audit, or other compliance-related reasons.

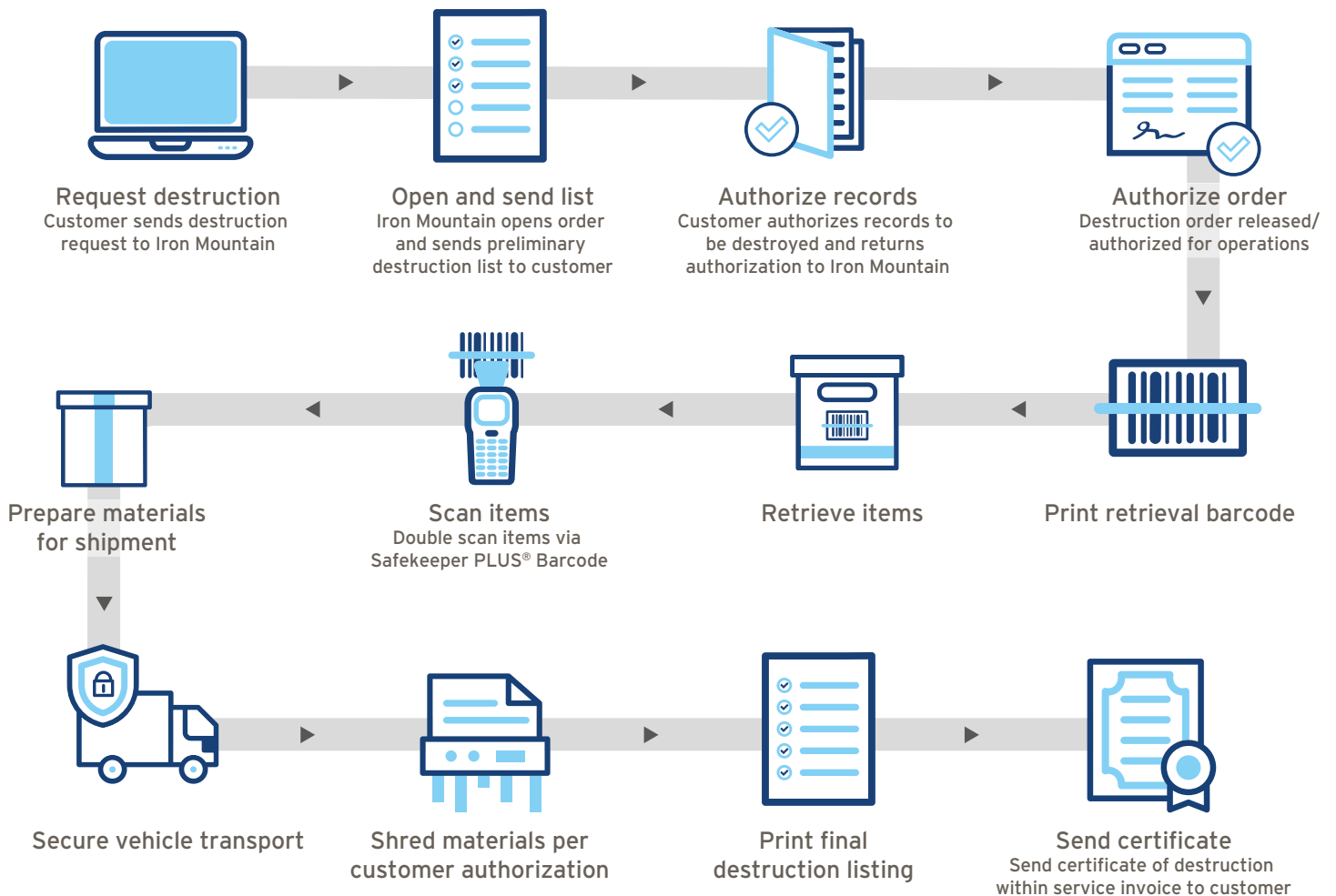
## Secure destruction checks and balances

Multiple checks and balances safeguard that only the right items are destroyed. Destruction only proceeds after careful review and approval by your authorized personnel. As cartons are retrieved from their shelf locations, the original carton label plus a specially colored destruction label is scanned to validate that the correct item has been retrieved for destruction. Items staged for destruction are secured in black plastic wrap, then destroyed using Iron Mountain's Secure Shredding services.





# Records Management workflow | Archival Destruction





# More information

For more information on how Iron Mountain can help you optimize your records and information management program, contact Iron Mountain (1-800-899-IRON) or visit [www.ironmountain.com](http://www.ironmountain.com)



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800.899.IRON | [ironmountain.com](http://ironmountain.com)

## 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](http://www.ironmountain.com) for more information.

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