

RECORDS MANAGEMENT PORTAL



UNPRECEDENTED VISIBILITY, ACCESS AND CONTROL OF PHYSICAL AND DIGITAL INFORMATION

The Iron Mountain Records Management Portal is a web-based tool that provides a single view and access to all physical and digital information providing unprecedented visibility, access and control.

The Portal provides Iron Mountain customers a broad range of capabilities not currently available from any other organisation in the information management industry:

- Access to physical and digital information, across Iron Mountain service lines
- Computer, tablet and mobile phone visibility
- Instantly-accessible, customised asset reports
- Single sign-on access across Iron Mountain customer systems
- Live chat option for Customer Service Delivery team
- Quick search and order function
- User Self Service to create and manage users, access rights and activities
- Request the Scanning on Demand service for single images or larger document files

The Iron Mountain Records Management Portal is built upon the latest technologies in web-based services to drive a differentiated customer experience and includes enterprise grade security and encryption technology to protect transactions and communication for the highest security standards.

The Iron Mountain Records Management Portal includes robust functionality and is easy to use.

ReQuestSM
Iron Mountain's web-based document/data management system.

User Name : IMWEB DEMO

Quick Order | New Order | Review Orders | Add/Manage Inventory | Reports | Preferences

1. Where | 2. What | 3. When | 4. Finish

Deliver to me | Collect from me | Permanent Retrieval | Destruction

Charge to Account:

Level 1: ON841704 - IRON MOUNTAIN REQUEST WEB DEMO [List]

Level 2: AXH - REQUEST WEBDEMO ACCOUNT [List]

Level 3: [List]

Your Name: * IMWEB DEMO

Your Contact Number: *

I will pickup or view items at Iron Mountain Iron Mountain will ship to me (third party)
 Iron Mountain will deliver items to me

Address Iron Mountain will deliver items to

Select from saved addresses: LEVEL 2, 1 DEMO STREET, SYDNEY, NSW 2000

Add/Modify address

Address Line 1: [Text Field]

Address Line 2: LEVEL 2, 1 DEMO STREET

Address Line 3: SYDNEY, NSW 2000

Save this address

[Search for Items to be Retrieved]

CHAT NOW

Version 4.3.1.2700

IRON MOUNTAIN

For more information contact the Service Delivery Team

1300 476 668
www.ironmtn.com.au

0800 732 255
www.ironmountain.co.nz

RECORDS MANAGEMENT PORTAL REPORTS



REPORT	DETAILS	FORMAT TO EXPORT REPORT
DETAILED INVENTORY	<ul style="list-style-type: none">To manage items that are in storage at Iron Mountain or located with your business.To provide tracking information captured against your holdings e.g. Destruction Dates.This report does not show the Destroyed, Perm-Out or Pending Items (items that have been added through Add Online).	Excel (.xlsx) and .csv
COMPLIANCE INVENTORY	<ul style="list-style-type: none">To manage all holdings on your account.To provide tracking information captured against your holdings e.g. Destruction Dates. All fields captured include the long descriptions of items.Provides information on the description and contents field of the item. This information will only be displayed on this report or through the Add / Manage Inventory screen.	Excel (.xlsx) and .csv
NEW ITEMS	<ul style="list-style-type: none">To track new items collected during a billing month. Captures the Work Order number for collection, the requestor, item type and destruction dates.New items may incur an Add New Fee.	Excel (.xlsx) and .csv
PERM-OUT ITEMS	<ul style="list-style-type: none">To track items that have been permanently retrieved during a billing month.Retention charges will cease on any cartons that have been permanently retrieved from storage.	Excel (.xlsx) and .csv
DESTROYED ITEMS	<ul style="list-style-type: none">To track items that have been destroyed during a billing month.Retention charges will cease on any cartons that have been destroyed.	Excel (.xlsx) and .csv
ITEMS OUT - LOAN	<ul style="list-style-type: none">Provides information on items that have been retrieved from storage. Retention charges will still apply for these items.Shows the current days outstanding and the Work Order associated with a carton that has been retrieved.This data will be used to identify any items that will not be returning to storage. If an item is not returning to Iron Mountain, please notify the Iron Mountain Service Delivery Team or raise a Permanent Removal Work Order through the Records Management Portal.Once an item is marked permanently retrieved, retention charges for this item will cease.	Excel (.xlsx) and .csv
ACTIVITY REPORT	<ul style="list-style-type: none">To monitor deliveries and collections that occur during the month.This report shows the activities for cartons and files that are in storage and will not display the supplies orders (e.g. barcodes, cartons).Displays address(es) from where the items were either collected from or delivered to.	Excel (.xlsx) preferred

RECORDS MANAGEMENT PORTAL REPORTS



REPORT	DETAILS	FORMAT TO EXPORT REPORT
ITEMS ELIGIBLE FOR DESTRUCTION	<ul style="list-style-type: none">• Provides information on items that are due for destruction in the next 90 days based on the "destruction review dates" entered against the item.• Having a destruction date against an item is optional.• This information helps you to identify any items that you wish to destroy.• If you wish to proceed with having these items destroyed, please send your request to the Service Delivery Team to raise an order for destruction or process a destruction Work Order through the ReQuest web.• Alternatively, the destruction dates can be modified through the Add / Manage Inventory Tab on the ReQuest web.	Excel (.xlsx) and .csv
CUSTOMER DETAILED BILLING	<ul style="list-style-type: none">• Provides information on the retention and activity charges for a billing month to help you with reconciling your invoices.• Shows what charges have been applied for retention and activity during a billing month, similar to your invoice).• All amounts shown on this report are exclusive of GST. Please refer to your tax invoice for payment.	PDF
PERFECT ORDER	<ul style="list-style-type: none">• Perfect Order is one of Iron Mountain's success metrics and it is achieved when a Work Order is executed "on time" according to our standard service offerings, 100% complete and in compliance with Iron Mountain's standard operating procedures.• This report is used to measure your Work Order Perfect Order percentage and will display any Work Orders that have failed Perfect Order and the reason why they have failed.• This report can be run on a Level 1 or a specific Level 2 or 3 account.	PDF
DESTRUCTION AUTHORISATION	<ul style="list-style-type: none">• Provides information on items that are due for destruction based on the due date captured against them.• If you wish to proceed with having these items destroyed, please send your request to the Service Delivery Team to raise an order for destruction or process a destruction Work Order through ReQuest web.• Alternatively, the destruction dates can be modified through the Add / Manage Inventory Tab on the ReQuest web.	PDF
SUMMARY INVENTORY REPORT	<ul style="list-style-type: none">• Provides a high level summary of holdings on account (In, Out, Perm-Out, Destroyed).• You can view what your account holdings were at the beginning of the month, how many cartons are in storage with Iron Mountain, out with your business, perm-out or destroyed and what the holdings were at the end of the month.	Excel (.xlsx) and .csv