



Managing and Protecting the World's Information



With more than 50 years of experience, Iron Mountain continues to be the leading provider of records management and data protection services for companies around the world. Use our global network to archive, backup, and access your hard copy and electronic records in a secure, cost-effective environment.

Iron Mountain offers the most complete suite of services for managing all of your business records. We have the knowledge, expertise, global resources, and technology to help you achieve your business goals.



Are You Prepared for the Changing World of Records Management?

THE FACE OF RECORDS MANAGEMENT AND THE DEFINITION OF 'BUSINESS RECORDS', AS YOU'VE COME TO KNOW THEM, HAVE CHANGED. IT'S NO LONGER JUST ACTIVE VERSUS INACTIVE FILES. OR, ITEMS THAT YOU PUT INTO STORAGE AT AN OFF-SITE LOCATION. BUSINESS RECORDS TODAY ENCOMPASS A MUCH BROADER SPECTRUM OF INFORMATION THAT TRANSCENDS CONVENTIONAL RECORD TYPES AND THE STEREOTYPICAL "HARD COPY" FORMAT.

Whether paper or electronic, your records are part of the foundation of your business. Consider every document created by your company as having evidentiary importance and regard each as a potential risk that must be managed in an appropriate and consistent manner.

And, it's not just the definition of business records or their formats that are changing. It's volume. The business records environment is growing exponentially with literally billions of hard copy documents, trillions of e-mails, and exabytes of electronic records – all of which must be managed.

This changing climate presents a whole new set of challenges for you: new laws and regulations; changes in litigation; and, the explosive growth of technology – not to mention storage, cost, and access.

▸ **Compliance and Legal Exposure**

A broad range of regulations – from Sarbanes-Oxley and Privacy requirements – to the *Health Insurance Portability and Accountability Act* (HIPAA) and Gramm-Leach-Bliley – to the evidence acts in Australia and New Zealand and the European Union's *Safe Harbor Act* – govern how you manage your records. Are you exposed? Do your records management practices comply?

In addition to compliance considerations, you may be required to produce all relevant records as part of a legal discovery process. The ability to do so shows a good faith effort on the part of your company. Could you be retaining records you don't need, or destroying the ones you *do* need?

▸ **Privacy and Security**

Increased privacy regulations, coupled with an escalated need to protect your company's trade secrets, should be top-of-mind for you when reviewing your recordkeeping practices. All of your records – regardless of type or format – should be protected from unauthorised access. That means making sure that they're kept in a secure location. Is that statement true for your current records management program?

▸ **Disaster Recovery**

Records and backup data are susceptible to exposure – from temperature and humidity extremes, fire and water – to even natural disasters such as earthquakes or hurricanes. Under what climate conditions are your records being kept? Do you have a business continuity plan in place in the event that disaster strikes?

▸ **Space Constraints**

Growth generates more records, which means the need for more storage space – both physical and electronic. Lack of physical space presents an office real estate challenge for companies of all sizes. And, a surge of electronic data translates into an increased need for computing, storing, networking, and staffing resources. Does your current program forecast accordingly for your growth?

▸ **Cost Control**

Records growth also affects your budget. Physical records may cost you more in office real estate, while managing and storing electronic data may impact your bottom line in hardware and software costs. Both require human resources – yet another cost. How much are you really paying for your records management program?

▸ **Access to Information**

As your business grows, so does the volume of information you process. Your ability to quickly retrieve this information across all of your media types and locations is vital to your daily business transactions. Will you be able to find the record you need when you need to?

Do your records management practices comply with today's broad range of new regulations?





Records Management: No Longer Optional



Records management has moved from the back room to the boardroom as a direct result of regulatory and legal compliance requirements. To help you better prepare for these changes, Iron Mountain offers a complete line of products and services specifically tailored for your unique hard copy and electronic records management program.

▶ Consulting

Today's business world demands that companies follow sound, consistently applied records management practices. Let our consulting professionals review your current records management program, help you determine which records you need to retain, and create an appropriate retention schedule and records classification program for each.

▶ Records Management

Compliance and reinforcement are the two most important things you can instill in your records management program. Iron Mountain offers the industry's most comprehensive set of tools designed to simplify the records storage, preparation, and retrieval process – all while helping you conform to accepted industry standards. Cost-effectively store your paper and electronic documents in a secure environment, manage them online using state-of-the-art technology, and maintain access to them 24 hours a day, 7 days a week – all at your convenience.

▶ Special Attention for Specialised Industries

Across industries, records are not created equal. Healthcare and accounting are two industries for which recent legislation governing the handling and retention of records has been passed. And, law, insurance, and energy are other fields whose records require special consideration. Iron Mountain offers a complete line of services centred around these industries, each one tailored to today's records management requirements.

▶ Digital Archiving

Today's definition of records includes e-mail, instant messages, and other electronic documents. We can help you archive your electronic records and apply best practices records management principles across all of your digital formats - which allows you to realise reduced operational costs, increased productivity, and regulatory compliance.

▶ Secure Shredding

Privacy and security are at the heart of today's compliance concerns. Use Iron Mountain and you can be confident that even your most sensitive information is disposed of in a secure and complete manner. We offer several secure shredding and destruction services for your documents, tapes, and other media.

Whether it's regulatory or space constraints, Iron Mountain can provide a records management solution that's right for you.





Protecting Your Past, Preserving Your Future

You take great care to safeguard your most personal records such as wills, deeds, and insurance policies. Why not treat your business documents with that same level of protection? Iron Mountain understands your need for protection and preservation. We offer storage solutions for those records that require a climate-controlled environment regulated for temperature, airflow, moisture, and dust – as well as extensive, on-premises security and safety measures.

▸ Vital Business Records

Vital records are the heart and soul of your company. These irreplaceable records – leases, contracts, deeds, formulas, source code, blueprints, licenses, and other similar items – are essential for your business continuity and typically require special care and archival preservation. Iron Mountain's high-security, climate-controlled vaults are the perfect place to retain these "must-haves."

▸ Entertainment Media

Iron Mountain's film and sound professionals understand the different media types and their unique storage and preservation requirements. Our film and sound vaults provide the ultimate protection against the harmful effects of the environment. In addition to storage, Iron Mountain also offers a wide range of services to meet your needs, including film and tape inspection, cleaning, duplication, restoration, and rejuvenation.

Without Your Data, There is No Recovery

You can't predict natural disasters or catastrophic events. Reduce the risk associated with data loss and share the responsibility with a trusted partner such as Iron Mountain – the industry's leading provider of complete solutions for media and electronic vaulting of data, disaster recovery, and comprehensive intellectual property protection services.

▸ Media Vaulting

Take advantage of our expertise to physically transport, protect, and store your valuable data off-site. We customise our pickup, delivery, and tape rotation schedules around you – and your business needs. We work with your media types and backup routines using structured, disciplined processes to provide immediate access and timely restoration of your data if disaster strikes. Or, if you just simply want to archive your data off-site.

▸ Electronic Vaulting

A Web-based interface facilitates data access and policy management. By using Iron Mountain's online backup and recovery services for server and PC data, you can continuously and safely transmit your critical data to one of our secure locations. Additionally, you can significantly reduce the challenges associated with data backup and recovery – without the added resource, infrastructure, and cost burden of doing it yourself.

▸ Disaster Recovery Support

Be prepared – before, during and after disaster strikes. Significantly lessen your business risks from undeveloped, underdeveloped, or untested disaster recovery plans. Use Iron Mountain's knowledge and expertise to assist you with recovery planning, testing, analysis, and hot site staffing.

▸ Intellectual Property Protection

Reduce the risks of developing and licensing technology by safely escrowing source code or other intellectual property with a third-party escrow agent. Whether you're a technology user or a developer, our team of professionals can help you determine how to reduce risks when licensing technology and protect your intellectual property assets.



Control, Consistency and Access Through Technology

Today's business environment demands accurate information and quick turn-around times. And, the responsibilities surrounding records management have shifted to mastering current compliance requirements and applying them to your records and information management program. Additionally, you need:

- ▶ **TO RETAIN CONTROL AND ACCURACY OF YOUR RECORDS**
- ▶ **EFFICIENT, REAL-TIME ACCESS TO YOUR RECORDS**
- ▶ **A MEANS TO AUDIT AND ENFORCE POLICIES AND PROCEDURES**
- ▶ **PRIVACY, SECURITY, AND CONFIDENTIALITY**
- ▶ **A USER-FRIENDLY INTERFACE TO BRING IT ALL TOGETHER**

You expect your records management partner to provide all of these things – and more.

Iron Mountain puts you in control. Our technology solutions enable you to manage extensive inventory databases and sophisticated indexing, as well as track down your shipment in transit – right from your desktop. We can help you achieve consistency by making it easy to integrate standard, company-wide retention schedules and policies into everyday practices. Our technology solutions also allow you to:

- ▶ **ENSURE DATA ACCURACY WITHIN YOUR PROGRAM THROUGH CUSTOMISABLE DATA QUALITY CONTROLS**
- ▶ **MAINTAIN PROGRAM HEALTH AND MANAGE INVENTORY COSTS BY IDENTIFYING AND REVIEWING RECORDS ELIGIBLE FOR DESTRUCTION**
- ▶ **SYSTEMATICALLY ISSUE, REVIEW AND RELEASE LITIGATION HOLDS NEEDED IN PENDING LEGAL ACTIONS**
- ▶ **GENERATE YOUR OWN ONLINE ORDERS, AND INQUIRE ABOUT YOUR BILLING AND INVOICING**
- ▶ **CREATE AND DOWNLOAD COMPREHENSIVE MANAGEMENT REPORTS**

And then some. All with security, accuracy, and speed.

Supporting every facet of our comprehensive suite of services is a robust technology infrastructure. Iron Mountain's IT professionals are continually developing next-generation solutions based on *your* records management requirements.



Records Management Professionals, At Your Service

Managing your business records today involves a whole lot more than it used to. At a minimum, it requires planning, expertise, experience, and resources – from scanning barcodes, to listing descriptive information, to archiving your records, to placing your order, to retrieving your information when you need it. A vast array of products and services and state-of-the-art technology is impressive, but means very little to you if not backed by great service. So, what sets Iron Mountain apart from the others? Simply put, it's our people.

Iron Mountain's ability to service your records management requirements professionally and efficiently is a direct result of our team of specialists who are dedicated to ensuring your satisfaction by understanding your business needs. Expert consultants, friendly and knowledgeable customer service representatives, experienced account managers, around-the-clock technical support, and courteous drivers are just a few of the hundreds at your service – every day.

Iron Mountain carefully screens each employee and provides rigorous classroom as well as on-the-job training. We hold our staff up to the highest levels of privacy, security, and confidentiality. And, we hire experts in several disciplines such as consulting and technology – so you're assured of accuracy and reliability.

Our global resources and local service allows us to provide you with continuous support by:

- ▶ **ASSESSING YOUR CURRENT RECORDKEEPING PRACTICES**
- ▶ **TRAINING YOU AND YOUR STAFF ON THE USE OF IRON MOUNTAIN'S RECORDS MANAGEMENT TECHNOLOGY**
- ▶ **DEVELOPING A PERSONALISED RECORDS MANAGEMENT SOLUTION JUST FOR YOU**
- ▶ **HELPING YOU TO REDUCE COSTS AND IMPROVE YOUR PRODUCTIVITY**
- ▶ **ANTICIPATING YOUR NEEDS AND PROVIDING PROACTIVE SOLUTIONS**
- ▶ **ANSWERING YOUR QUESTIONS AND CONCERNS**
- ▶ **EDUCATING YOU ABOUT RECENT LEGISLATION THAT COULD IMPACT YOUR PROGRAM**

Our goal is to build a lasting, mutually beneficial relationship with you. We do that by earning your trust and respect.

Whether you need us to pick up your records or walk you through our online system, help is just a phone call away, 24 hours a day, 7 days a week. We're here for you – whenever *you* need us to be.

Regardless of your size, industry, or records media, Iron Mountain can meet virtually every one of your records management needs. Our services are centred around state-of-the-art technology and systems-driven operations. And, by using our Web-based systems and flexible delivery options, your records are easily accessible – when *you* need them.



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Iron Mountain operates in major markets worldwide, serving thousands of customers throughout the U.S., Europe, Canada, Latin America, and Asia Pacific. For more information, visit our Web site at www.ironmtn.com.au.



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