

# DOCUMENT MANAGEMENT SOLUTIONS



Making your information work for you

---

# Document Management Solutions

## Outsource processes to achieve efficiencies, innovations and best in class service delivery.

### Channel energy, resources and expertise into your core business activity

Companies face increasing pressure to improve business efficiency in order to reduce costs and remain competitive. One way to achieve this is by outsourcing non-core activities to business support specialists, so they can focus totally on their core business.

Support functions are often the source of problems as companies stretch in-house resources to meet challenges best tackled using specialist outside expertise.

The global trend towards outsourcing is further accelerated as more companies come to realise how it can enable them to provide better customer service, which in turn delivers real competitive advantage.

"Records Management has now moved from the back room to the board room."

Information is the lifeblood of any business organisation, but internal processes are considered a necessity rather than as an area to add value. Iron Mountain's records and information management products maintain the business value of your information, but also improve overall business efficiency. In-depth expertise in business processes includes identifying information that needs to be kept for regulatory compliance.

### Improving access to information

Improving the visibility and accessibility of information will leverage records-based information as a resource within your organisation. Iron Mountain recognises that information is a valuable corporate asset and we can make your business-critical information work for you, through our range of services and consultancy expertise.

### Enhancing processing efficiency and cost-effectiveness

Identifying and re-engineering expensive paper-intensive workflow processes helps to control the costs of managing information. Iron Mountain develops and implements business systems and processes that streamline business processes, adding value and increasing efficiency.

### Ensuring regulatory compliance

To achieve full regulatory compliance, records and information management must be an enterprise-wide initiative, bringing in everyone from the boardroom down. Iron Mountain can manage the flow of information at all levels, and through all stages in its lifetime – from generation to destruction – to help you achieve and maintain a compliant records management programme.



Iron Mountains suite of Records and Information Management DMS product offerings are listed below. The benefits that can be derived from implementing these products with the worldwide industry leader are also illustrated.

### Imaging and data capture solutions

#### SERVICE OFFERINGS

- Image on demand
- Back file scanning
- Image capture at source
- Meta-data capture through
  - OCR (Optical Character Recognition)
  - ICR (Image Character Recognition)
  - OMR (Optical Mark Recognition)
- Electronic link to file solutions
- Auto forms recognition

#### BENEFITS

- Reduce data capture overhead
- Provide instant access to information
- Facilitate wider access to information
- Facilitate business process automation
- Standardise information formats
- Handle structured and unstructured information
- Achieve BIP0008 compliance

### Electronic information solutions

#### SERVICE OFFERINGS

- In-house (client based) file tracking systems
- Electronic Document and Records Management Systems (EDRMS)
- Digital archive
- System integration consultancy

#### BENEFITS

- Ensure information traceability
- Impose compliance controls
- Provide simultaneous access to information
- Support enterprise-wide records management policy
- Enable secure, global access to information
- Standardise information platforms
- Integrate physical and digital information
- Adopt best of breed solutions

### Records management workflow solutions

#### SERVICE OFFERINGS

- 1st and 2nd file reviews
- Document registry
- Project document control

#### BENEFITS

- Impose records management controls
- Create auditability
- Streamline business processes
- Facilitate efficient information flows
- Expert resource available when you need it

### Facilities management records centre solutions

#### BENEFITS

- Turn fixed overheads into variable costs
- Focus resource on core business activity
- Access records management expertise
- Benefit from proven TUPE (Transfer of Undertakings Protection of Employment) expertise
- Benefit from Iron Mountain's ability and track record in managing your supply chain partners

### Order fulfilment and print management

#### BENEFITS

- Order, manage and ship collateral
- Control costs
- Increase response rates

### Mailroom solutions

#### BENEFITS

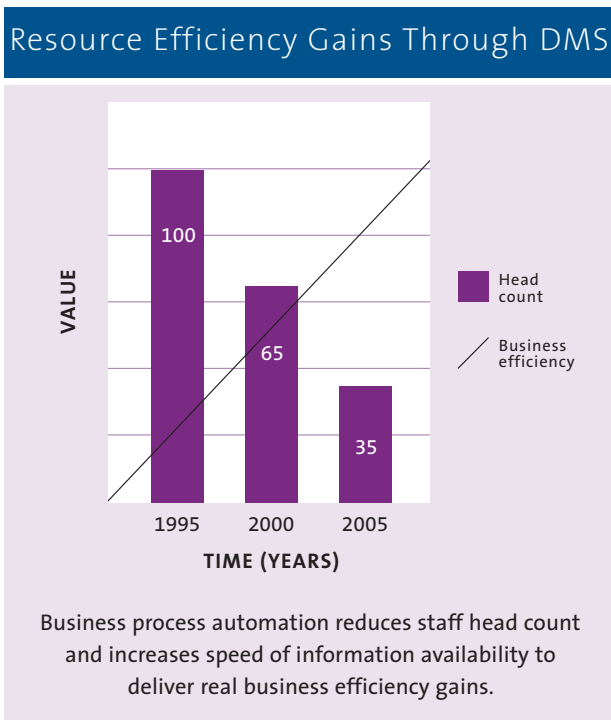
- Apply records management controls for inbound information
- Improve security and compliance
- Make information readily available
- Ensure full chain of custody of information
- Reduce staffing costs

### Realising business improvement

Understanding your organisation's information process flows and its particular information needs is the key to delivering business improvement. Iron Mountain develops tailored solutions to do this whilst ensuring that you maintain a standardised approach to your information's life cycle management.

Iron Mountain Document Management Solutions brings together processes, services and software to provide solutions that add value and drive efficiencies in your business processes.

Business process automation saves staffing costs and speeds information access – which results in real business efficiency benefits.



### Your trusted business partner

Iron Mountain's comprehensive range of services means that you can rely on a single-source provider of records and information management expertise. We provide full chain of custody solutions from the point of information creation, through all stages of information processing to secure information destruction.

Ongoing investment in technology and people enables us to deliver best of breed records management solutions and to provide the highest standards of service quality.

Backed by over 50 years' experience across industry and around the world, we have spearheaded the development of the records and information management industry. Global resources and an international support network enable us to provide reliable business support, wherever and whenever it is needed.

Iron Mountain is the world's leading provider of outsourced records and information management services. The company's mission is to protect its customer's information and through the provision of efficient information workflows and technologies, to enable them to achieve compliant information management.

Iron Mountain offers records management services for both physical and digital media, disaster recovery support services, document process outsourcing services and consulting. These services help businesses drive efficiencies and manage risks associated with legal and regulatory compliance, protection of vital information, and business continuity.

"Iron Mountain has developed a fully automated technology advanced infrastructure in support of the claims handling process. This has created efficiency gains throughout the entire process."

Coal Health Claims Spokesman



Third Floor, Cottons Centre  
Tooley Street, London  
SE1 2TT, United Kingdom  
T: 0800 270 270  
[www.ironmountain.co.uk](http://www.ironmountain.co.uk)

Damastown Avenue  
Damastown Industrial Estate  
Dublin 15  
T: 1800 732 673  
[www.ironmountain.ie](http://www.ironmountain.ie)

Iron Mountain operates in major markets worldwide, serving thousands of customers throughout the UK, Europe, U.S, Canada and Latin America.

© 2005 Iron Mountain Incorporated. All rights reserved. Iron Mountain and the design of the mountain are registered trademarks of Iron Mountain Incorporated. All other trademarks are the property of their respective owners.