

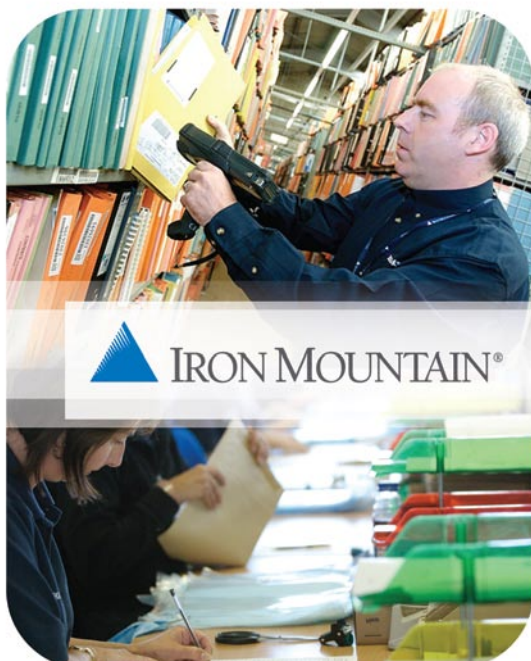
Department for Business, Enterprise and Regulatory Reform

Iron Mountain enterprise delivers major benefit for miners

OBJECTIVES ARE SUBJECT TO CHANGE AS REQUIREMENTS DEVELOP – IRON MOUNTAIN'S FLEXIBLE DOCUMENT MANAGEMENT SOLUTIONS TRANSFORM AN EXISTING PROJECT TO MEET THE EVOLVING NEEDS OF MINERS CLAIMING FOR INDUSTRIAL INJURIES.

Iron Mountain has been working with BERR (formerly the Department for Trade and Industry) since 2003 to collate record packs of miners' employment records. These packs are critical in supporting miners' compensation claims for industrial injuries that include Vibration White Finger (VWF) and Chronic Obstructive Pulmonary Disorder (COPD). It is imperative that these packs are compiled quickly and accurately to effectively support the claims handling process.

The registration for these litigated schemes closed in 2004 and 2005 respectively. This major Iron Mountain document management project has ensured that all records required for litigation to date have been scanned and are available for fast, reliable and accurate retrieval. This has seen 2.2 million documents converted to electronic format, containing over 70 million separate images, reducing the time taken to prepare complete record packs from four weeks to just 12 days.



As often happens once complex tasks are underway the needs of the project began to evolve. The employment records involved stretched back over several decades and it became clear that some had been lost, misplaced or removed from archives over time. This could only be verified after exhaustive searches but meant, in effect, BERR was paying for record searches of documents that could not be located. Additionally, the original project was designed to meet the requirements of VWF and COPD claims, which needed the scanning of around half of all the employment records.

Whilst aware of the obligation to continue to deliver record packs for ongoing claims The Department needed to consider carefully its long-term record management and storage strategy. Drawing on its 55 years of experience in the industry, Iron Mountain, in partnership with BERR, adapted to create a solution that delivered intelligent document management design as well as a simple storage solution.

Iron Mountain's Document Management Solutions (DMS) build a bridge between physical and digital documents, creating bespoke systems that evolve to fit a company's needs. DMS is founded upon a true business partnership with clients, not simply the supply of products, which means that solutions are tailored to specific requirements.

On its own initiative, Iron Mountain developed a plan for an ambitious 66 week project to scan the remaining archive and deliver above and beyond BERR's original contractual terms.

Mark Jones from BERR said,

“ The Department welcomes Iron Mountain's determination to be a proactive contractor. They have not simply focussed on completing the task we have set, but have looked at what we are trying to achieve in the longer-term. When our project objectives began to evolve, Iron Mountain sought to anticipate our changing needs. This was helped by the strong working relationship that had developed between both parties. ”



With a project as important to so many people as this one, it's important to us that Iron Mountain's enterprise has fully delivered what BERR, the miners and their families need.

Iron Mountain's Director, UK Public Sector & IME DMS, Mike Dunleavy, said, "Iron Mountain sees what document management can do for the business, rather than the business seeing what it has to do to manage its documents. The miners' employment archive shows how we adapt to what is required – had we remained in the confines of the original project brief, BERR would have got an efficient document management solution but only delivering on half of its potential. With a project as important to so many people as this one, it's important to us that Iron Mountain's enterprise has fully delivered what BERR, the miners and their families need."

Iron Mountain's plan was formally agreed on 21 October 2006. By 21 January 2007 – exactly three months after sign off – Iron Mountain had secured an 11,500 square foot site which they converted in to a fully operational scanning facility, opened by BERR Permanent Secretary, Sir Brian Bender. The state-of-the-art facility was specifically located in the transport hub of Stafford to facilitate the transfer of physical documents from the Coal Health Claims Unit archive in Cannock. Iron Mountain recruited 135 members of staff to use 22 high technology scanners to convert paper records to digital images. The images are then stored in the Iron Mountain digital archive, with a significant four terabytes (over four thousand gigabytes) of storage. To meet the 66 week deadline, Iron Mountain is scanning an additional 518,000 record packs involving more than a million images a week.

BERR's Mark Jones adds, "Compensation for industrial industries is a difficult issue and needs to be handled carefully. Iron Mountain's work has helped BERR to deal with VWF and COPD claims quickly and effectively, and will help us to handle new types of claims should this need ever arise. We estimate that Iron Mountain has saved BERR somewhere in the order of £1.1 million, whilst delivering a document management solution above and beyond the original remit. We have recommended Iron Mountain's document management expertise to others within government without hesitation."



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Iron Mountain operates in major markets worldwide, serving thousands of customers throughout the UK, Europe, U.S, Canada and Latin America. For more information, visit our website at www.ironmountain.co.uk

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