

Iron Mountain adaptability – evolving Document Management Solutions for Generics [UK] Ltd – a subsidiary of Mylan Inc.

Iron Mountain's accuracy, efficiency and flexibility sheds light on deep archive

ALL COMPANIES NEED IMPECCABLE DOCUMENT MANAGEMENT BUT GENERICS [UK] LTD – A SUBSIDIARY OF MYLAN INC – HAS PARTICULARLY STRINGENT REQUIREMENTS.

The UK arm of one of the world's leading pharmaceutical companies, Generics [UK] Ltd is committed to maintaining standards that put the patient first and promote scientific excellence, ethics and integrity. There can be no flexibility in these standards because they are vital to patients, healthcare professionals, employees and investors.

Generics [UK] Ltd's archive project has to meet the company's own high standards and be adaptable to an evolving and dynamic business. The archive is extensive, containing documents that are no longer active and that may never need to be accessed again. However, owing to the strict regulatory requirements of bodies like the Medicines and Healthcare products Regulatory Agency (MHRA), these inactive documents can't simply be destroyed. Generics [UK] Ltd may be called upon to provide documents that are up to, and over, a decade old. Failure to do so can mean that they are in breach of their obligations.



With nearly three million pages, the archive is a major financial, legal and administrative commitment. In an effort to address this, Generics [UK] Ltd initially pursued an in-house scanning solution and database but this fell far short of what was needed. Generics [UK] Ltd were provided with a scanner and programme for the database, but this system allowed very limited access and consumed considerable human resources. A limited number of enabled terminals meant that queues would form as people tried to access the electronic documents. Additionally, in some cases, the quality of the scan was not up to acceptable standards, meaning that Generics [UK] Ltd had to store the original hardcopies onsite as a safeguard.

Claire Armstrong-Brealey, System Administrator and archive project lead at Generics [UK] Ltd said,

“ Before we came to Iron Mountain in May 2006, we had the worst of both worlds. What became clear from the outset was that the people from Iron Mountain knew that this wasn't a storage problem; it was a document management issue. Because of this, they didn't just go to the archive looking for a solution, they worked to understand our business and our requirements. They took the time to get to know me. My dedicated Iron Mountain team members offered a complete range of services that could be tailored to what we needed and wanted. **”**

These bespoke services are part of what Iron Mountain calls its Document Management Solutions (DMS). DMS are a range of services that can be tailored and adapted to suit specific business needs. DMS work to build a bridge between physical and digital files, creating a fully integrated document solution to better manage a hybrid storage environment.

At Generics [UK] Ltd, Iron Mountain has worked closely with Claire Armstrong-Brealey to deliver what is needed as easily and effectively as possible. To ensure that the time already committed by Generics [UK] Ltd on their in-house scanning

operation has not been wasted, Iron Mountain has built a customised tool that extracts the documents from the old scanning system and transfers them into Iron Mountain's secure offsite servers. This has allowed Generics [UK] Ltd to leverage its investment in its legacy archive.

The new system has seen Iron Mountain complete the scanning of the archive - ensuring high quality electronic copies that can be accurately and easily retrieved. To enable access to all who need it, Iron Mountain store Generics [UK] Ltd's deep archive on a secure hosted Digital Record Centre, with authorised employees being able to view them from any internet enabled computer. As well as allowing access to staff, whether they are in the office or not, it also brings a welcome end to queues at a limited number of terminals.

Illustrating DMS' adaptability, Generics [UK] Ltd no longer need to rely solely on Iron Mountain to scan their documents. Sophisticated but easy-to-use technology has been installed to allow Generics [UK] Ltd to scan in-house. Documents can then be uploaded securely into the online hosted Digital Record Centre. In an industry where the rapid and precise retrieval of data is so critical, Iron Mountain has also taken over the storage of the physical archive, freeing up valuable resources.

Waqar Ahmad, Iron Mountain's Business Development Executive for Generics [UK] Ltd, said *"The pharmaceutical industry is highly regulated in its information management processes. Checks as comprehensive as maintenance reports, health and safety logs, temperature variances and even infestation logs are routine. Document Management solutions, as well as being innovative, must apply high standards to security, facility specification, processes and documented standard operating procedures. The combination of efficiency, accuracy and tailored solutions were key factors in Generics [UK] Ltd's appointment of Iron Mountain as its information management partner."*

Claire Armstrong-Brealey estimates that the total savings are significant. She goes on to say *"We believe that in scanning the deep archive alone, Iron Mountain has saved us four or five years of work. The system we now have is logical and easy to use, meaning that our Regulatory Officers save time in accessing documents and do not waste more resource retrieving documents that may have been misplaced. In terms of accommodating our physical documents, I would guess that the DMS has released half of all our available office space. The deep archive project has proved so successful that Iron Mountain is working with other parts of Generics [UK] Ltd to see how they can help them."*

Claire Armstrong-Brealey sums up Generics [UK] Ltd's experience with Iron Mountain: *"DMS allows us access to real document management expertise any time we need it. Our Iron Mountain contacts are now a part of the team – we know each other so well that they can sort out any problems or evolving needs rapidly, effectively and always with good humour, no matter what I throw at them. Our relationship has built an effective and adaptable system which has left us smiling. Perhaps the greatest compliment I can give to Iron Mountain is that our storage issues used to be a senior management concern – now they don't even need to think about it."*



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