

## Human Resource solutions

### Meeting the challenges of easy access and secure storage for sensitive data

*Human Resource (HR) documents contain highly sensitive data, and managing the storage and access of this information is a demanding logistical challenge.*

*Iron Mountain's Human Resource solutions provide a comprehensive approach to storing and securely accessing HR records. We apply industry-leading technology, best practices and rigorous chain-of-custody controls to ensure that records are both secure and accessible.*

When organisations have different personnel managing various components of the employee file such as benefits, payroll, annual leave and sickness records, it creates several operational challenges:

- **Ease of user access from any location.** Field employees and head office often require access to the same documents for audit and review. Problems or inefficiencies in duplication, mailing and faxing increase costs, and raise the risk of inadvertent disclosures and/or lost documents.
- **Controlling authorisations.** Human Resources documents require strict access controls and this is especially challenging when documents exist both as hard copy and electronically.
- **Auditing and reporting.** If master documents are difficult to access, users invariably make unauthorised copies for the sake of convenience, potentially causing erroneous, duplicate records. Even when controlled, multiple copies can compromise the integrity of the employee documents.
- **Security and consistency.** Securely managing large volumes of current employee documents in multiple offices and locations makes it challenging to maintain secure confidentiality and a consistent process.
- **Managing labour and real-estate costs.** Maintaining large, on-site file rooms, especially at head office, requires a significant investment in space and personnel.

Iron Mountain's Human Resource solutions provide a comprehensive approach to managing your highly sensitive human resources documents. We apply industry leading technology, best practices and rigorous chain-of-custody controls to ensure that your documents are stored securely but remain accessible.

We start with an analysis of your document usage patterns, and then recommend a cost-effective solution that provides the right combination of document storage and imaging to meet your budget and goals. Many Human Resources documents are only referred to on an annual or ad hoc basis. This is why it is important to consider access frequency when determining the best solution for your needs.



#### CONSIDERING MOVING TO ELECTRONIC DOCUMENTS?

Iron Mountain's Digital Record Center™ provides a number of benefits since your electronic documents are hosted in one centralised location while delivering multi-site, protected access to any number of authorised users via secure Internet connections. You benefit by having Iron Mountain manage your storage infrastructure; gaining control of monitoring, auditing and reporting on document use; and providing ease of access across a distributed organisation.

Iron Mountain's expertise in hard copy and electronic document security measures and rigorous management processes can help you implement a successful programme that will drive down costs and improve protection of, and access to, sensitive records. Our staff undergo rigorous security vetting so you can be sure that your documents are handled safely and securely.

Your current human resources documents can be managed via Iron Mountain Connect™, Iron Mountain's online records management portal, providing instant visibility and access to your records and enabling consistent procedures for retention, compliance and accountability. Files can also be delivered online via Image-on-Demand. Documents are quickly retrieved, scanned and made available within the hour. This 'pay as you go' service minimises costs by digitising only requested documents.

#### FAQS

##### Is there a cost-effective way to change from paper-based to electronic HR records?

If you are moving to an electronic HR record system, but have a high volume of paper-based employee files, the cost of cleansing data and scanning records may be prohibitive.

There are many approaches available, including back-file scanning, day-forward scanning, on-demand scanning or a combination of these. We can help you choose the best strategy for your needs and simplify the whole process, as well as effectively reducing your document management costs. We can also integrate images into most standard applications.

##### How does Iron Mountain handle ongoing updates to employee files?

These can be drop-filed into employee folders to form consolidated records. If these documents are imaged, they are scanned and indexed as separate documents using the same scheme as the original file. If you are using the Digital Record Centre (electronic document storage) solution, searching for an employee's file will return all documents associated with that employee.

##### How can I limit access to records by region?

If you want to maintain confidentiality of employee files on a regional basis, so that only local personnel can access this information, Iron Mountain can provide the control you need.

We can customise user access based on your requirements, by region or department, in both paper and electronic processes. This way only authorised users have access to the files in question.

##### Do I need to centralise all my files into one Iron Mountain location?

Authorised users can access physical files from anywhere in the country. Similarly, the process of converting and handling them can also be managed from any location. A successful imaging process can be implemented that fits your business model, whether it's distributed or centralised. Typically, digital storage is centralised, with anywhere access for authorised users.

#### KEY BENEFITS

- **Improved access** – easy anytime, anywhere access to required documents through online portal with straightforward search capabilities.
- **Reduced costs** – outsourced management of physical and digital documents relieves internal resources, facilities and capital investment.
- **Enhanced security** – strict access controls to source documents reduces the risk of data loss or unauthorised access.
- **Improved auditing and reporting** – detailed document management with audit trails and reporting to meet compliance needs.

#### ABOUT IRON MOUNTAIN

Iron Mountain Europe is a subsidiary of Iron Mountain Incorporated (NYSE:IRM), the global leader in information protection and storage services. Iron Mountain Europe services 56 markets within 18 countries across Europe. For further information, visit: <http://www.ironmountain.co.uk>

Iron Mountain helps organisations around the world reduce the costs and risks associated with information protection and storage. The company offers comprehensive records management and data protection solutions, along with the expertise and experience to address complex information challenges such as rising storage costs, litigation, regulatory compliance and disaster recovery. Founded in 1951, Iron Mountain is a trusted partner to more than 100,000 corporate clients throughout North America, Europe, Latin America and the Pacific Rim. The company currently employs more than 20,000 staff worldwide and generated sales of \$2.7 billion in 2007.



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Iron Mountain operates in major markets worldwide, serving thousands of customers throughout the UK, Europe, U.S, Canada, Asia Pacific and Latin America. For more information, visit our website at [www.ironmountain.co.uk](http://www.ironmountain.co.uk) or [www.ironmountain.ie](http://www.ironmountain.ie)

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