

IRON MOUNTAIN DIGITAL



**Reducing the Risks and Costs Associated with Protecting and
Storing the World's Critical Electronic Information**

TRUST IN IRON MOUNTAIN DIGITAL

The technology arm of Iron Mountain, Iron Mountain Digital, is a leading provider of Software and Storage as a Service solutions. Offering a comprehensive suite of Distributed Data Protection, Archiving and Discovery, Information Destruction and Intellectual Property Management solutions, Iron Mountain Digital has become an industry leader, priding itself on protecting and managing the world's electronic data.

For over 50 years, Iron Mountain has been helping organisations around the world reduce the costs and risks associated with information protection and storage. Iron Mountain has been the partner thousands of companies trust to protect and store their information - all media, all formats - anywhere in the world.

Helping Organisations Protect their Critical Information

In today's world, the challenges of backup, recovery and archiving can no longer be solved by IT alone. Organisations need to bring together the people, processes and technology necessary to ensure sufficient long-term protection while controlling costs. Iron Mountain Digital solutions help companies meet these challenges by reducing the risks and costs of information protection and storage, focusing primarily on five key issues:

- **Data growth explosion** – Data is growing at exponential rates. By outsourcing the business-critical task of protecting this information, customers can concentrate on their primary business objective of driving company revenue.
- **Data loss concerns** – Inadvertent disclosures, data breaches and identity thefts can all have damaging and lasting effects on a business including lost customers and bad publicity.
- **Out-of-control costs** – It is difficult to predict and control costs associated with data protection and secure storage. As the amount of information continues to grow, this becomes more and more of an issue.
- **Risk exposure** – Regulation and litigation requirements are constantly changing and becoming more difficult to follow. Companies need to stay up-to-

ONLY IRON MOUNTAIN:

- Has the proven expertise to manage the business-critical process of data protection. With over 55 years of expertise, Iron Mountain is the largest Records Management Consulting practice in the world.
- Has the comprehensive solutions both on the physical and digital sides of data protection, recovery and destruction to offer the customer a one-vendor solution to all their data protection needs.
- Has the patented technologies that allow for superior scalability and data reduction, ultimately reducing costs.
- Focuses its business model on developing solution offerings as opposed to point-solutions.
- Can offer the utmost security for your data - storing it in one of Iron Mountain's own vaults;
- Has unmatched resources for responding to client needs - Iron Mountain is the trusted provider of over 100,000 clients, including 97% of the Fortune 1000.

date with these changes in order to remain compliant and protect their company.

- **Unmanageable distributed data ecosystem** – With the increasing amount of remote workers, the task of controlling and protecting data is becoming more difficult.

Iron Mountain Digital's portfolio of technology solutions include:

- Distributed Data Protection and Recovery solutions which protect business-critical information in the form of digital data stored on servers, PCs and laptops.
- Information Destruction solution that gives the customer the ability to ensure that lost data is entirely inaccessible to anyone outside the company.
- Archiving and Discovery / Litigation Support solutions that manage electronic records to improve access, compliance, and cost control while reducing associated risk.
- Intellectual Property Management solutions which offer comprehensive services to address domain name and technology escrow issues.

DIGITAL DATA PROTECTION AND RECOVERY SERVICES

Iron Mountain reduces the risks and costs associated with protecting and storing an organisation's data and ensuring that data is secure, private, available and accessible for recovery, when needed. Outsourcing with Iron Mountain frees up IT's organisations' time and resources, while giving them the peace of mind that their data is secure and their organisation is in accordance with all relative compliance and litigation requirements.

Distributed Data Protection and Recovery	Problem	Solution	Software	Service
LiveVault®	The need for a standard, enforceable, remote and small server backup process to ensure compliance and operational efficiency.	A disk-based online backup and recovery solution that delivers automatic, secure and reliable backup and recovery on distributed and remote servers.	✓	✓
Connected® Backup	Customers need to eliminate the risk of losing data on PCs and laptops. With the amount of remote employees and sales executives outside the data centre constantly growing, there is an increasing risk of data loss. Users cannot be relied upon to back up their own data.	Connected Backup for PC is a fully automatic, secure, efficient, reliable and scalable PC backup and recovery solution. Connected Backup for Server is another offering which utilises the same technology to back up file and print servers from the Connected Backup for PC console.	✓	✓
PC Data Protection Suite	The need for a comprehensive solution to the growing digital data protection and recovery issue.	A package of Connected Backup for PC and DataDefense - Connected ensures that you will always have access to your data; DataDefense ensures no one else ever will.	✓	✓
Continuity Service for Email	Email is one of the most critical business applications. 75% of companies will experience a major unplanned email outage this year.	An affordable, rapidly deployable, backup email system that ensures your company never loses access to email – no matter what.		✓
Security Service for Email	The battle against unwanted email - that can, at best, distract employees and impact their productivity, or at worst, introduce dangerous viruses and other debilitating code into the enterprise – is constant.	Security Service for Email provides best-in-class protection against spam, viruses and unwanted content. The service automatically inspects more than 350,000 attributes of incoming email messages to eliminate spam, viruses, and unwanted content from your email environment.		✓

INFORMATION DESTRUCTION

Offers customers the capability of ensuring that even if a company PC or laptop is stolen, rather than facing the legal ramifications and negative publicity, the customer has the ability to ensure that the lost data is entirely inaccessible to anyone outside the company. Coupled with Connected Backup for PC, the joint-offering of these two solutions encompasses the PC Data Protection Suite package: Connected Backup ensures you always have access to your data; DataDefense ensures no one else ever will.

	Problem	Solution	Software	Service
DataDefense™	A single event of data loss from a PC or laptop could have a significant impact on the business including negative publicity, regulatory and non-compliance penalties, legal liability and lost customers.	Ensures that sensitive data stored on desktops or laptops will not fall into the wrong hands even if the computer itself does.	✓	✓

ARCHIVING AND LITIGATION SUPPORT SOLUTIONS

Electronic records can be considered evidence in legal discovery. Because of this, they must be treated like any other information - requiring easy search-ability and quick access, with the utmost security.

Archiving and Litigation Support	Problem	Solution	Software	Service
Digital Record Center for Compliant Messaging	Regulation and Litigation requirements are constantly changing and becoming more difficult to follow.	Ensure your organisation is compliant by outsourcing to a trusted vendor. Index and stores all email messages throughout the enterprise in our secure digital record centre so that they are safely stored and can be easily retrieved.		✓
Total Email Management Suite	Email messages are often the first target in litigation; regulations force companies to keep emails for long periods of time; email is often the weapon of choice for hackers.	A cost-effective managed service that addresses the complex email management issues companies face while ensuring email is always available. It keeps unwanted email out, ensures that email never goes down, and provides end-users relief from inbox quotas while providing full searchable access to historical email.		✓
Active Archiving Service for Email	The increasing volume of email is straining the reliability and stability of email servers and burdening end users with restrictive inbox quotas.	Provides a comprehensive, cost-effective managed service that enables businesses to: Reduce email storage burdens, apply granular email retention policies, securely archive email and enable efficient eDiscovery.		✓
Discovery and Litigation Support Services	Finding, collecting, reviewing and producing relevant information to respond to litigation and internal investigations is sensitive, time consuming and fraught with risk. There has been a dramatic increase in regulations and penalties related to Discovery.	A comprehensive solution that reduces the cost, complexity, response time and risks of Legal Discovery. Helps organisations prepare for Discovery and respond more effectively by identifying, preserving, collecting, processing, reviewing and producing relevant information.		✓
Connected® DiscoveryAssist™	Enterprise organisations need solutions to collect data across all repositories for litigation discovery. Increasingly, the Connected Backup Data Centre is the most important place where employee data resides.	Reduce the risk and cost associated with litigation discovery. By enabling organisations to easily and effectively retrieve data located in Connected Backup Data Centres, DiscoveryAssist protects companies from increasingly demanding compliance and litigation requirements.		✓

INTELLECTUAL PROPERTY MANAGEMENT

Iron Mountain Digital is the leading global service provider of intellectual property management services whose core competency is technology escrow services and domain name records management. We have the proven infrastructure, resources and experience to ensure your intellectual property is properly managed and available whenever and wherever you need it.

Intellectual Property Management	Problem	Solution	Software	Service
Technology Escrow Services	Costly exposure driven by risks associated with software/ technology vendors going out of business, M&A and/or deciding to discontinue key business software products.	Source code protection when a licensee enters into a technology escrow contract. If a release condition occurs, the licensee simply contacts Iron Mountain and requests a release.		✓
Technology Escrow Verification Services	Even with an escrow agreement in place, there is no guarantee that the materials deposited in escrow will be complete and functional.	Ensure deposited technology assets are complete and in working order. Source code protection when a licensee enters into a technology escrow contract and analysis of the technology asset.		✓
Technology Escrow Electronic Depositing	Whether escrow content is sent over the Internet or a dedicated communication line, the integrity of transferred files and the authenticity of escrow deposits needs to be assured.	Allows authorised users to send deposits to an Iron Mountain escrow account with the touch of a finger.		✓
Technology Escrow Consulting	Lack of expertise in developing and managing technology escrow agreements that take into account unique business requirements.	Gain access to a trusted advisor who will help with contract negotiations and review, electronic depositing, inspection, processing, documentation services, updating management services, and account monitoring and compliance.		✓
SaaS Protec Escrow	When entering a SaaS relationship, customers need to protect themselves against unexpected prolonged outages, service interruptions and shutdowns related to application quality, vendor health or M&As.	Increases customers' protection against any kind of service disruption that can affect business. Combines escrow protection services and a complete backup and recovery solution from LiveVault.		✓
Domain Name Registration Services	A heightened need to secure and protect domain names that reflect your products, image and reputation in the marketplace.	Helps organisations' with the acquisition of domain names that support organisations' business needs - including private registrations that may be required for a merger, acquisition or other business objective.		✓
Domain Name Management Services	E-commerce is an integral part in many companies' current and future success.	Manages organisations' domain name portfolio, delivering comprehensive services for modifying, transferring, and renewing domain names, ensuring the portfolio is complete and up-to-date.		✓
Domain Name Enforcement Services	Brand and Domain infringement can have a very negative effect on businesses including lost sales and negative publicity.	Impact your bottom line by detecting unauthorised product distributions, affiliations, and logo use. Get instant notification when related domain names, taglines or product or service names are registered.		✓
Domain Name Implementation Services	Companies lack the expertise and best practice processes to acquire, manage and enforce domain names and trademarks online on a global basis.	Effectively manage your global brand: Outsource this responsibility to a trusted provider in the industry who will implement cost effective best-practice brand monitoring initiatives.		✓



Relax! We protect your data.

About Iron Mountain Digital

Iron Mountain Digital is the world's leading provider of software- and storage-as-a service solutions for backup and archiving. The technology arm of Iron Mountain Incorporated offers a comprehensive suite of data protection, archiving and intellectual property management

solutions to thousands of companies around the world, directly and through a world-wide network of channel partners. Iron Mountain Digital is based in Southborough, Mass. with European headquarters in Frankfurt, Germany.



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