

IRON MOUNTAIN DIGITAL



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

TRUST IN IRON MOUNTAIN DIGITAL

The technology arm of Iron Mountain Incorporated, Iron Mountain Digital is the world's leading provider of Software- and Storage-as-a-Service solutions. To help organizations tackle the challenges associated with information growth in an increasingly complex regulatory environment, we offer a comprehensive suite of Data Protection and Recovery, Digital Records Management (Archiving and Discovery), Information Destruction and Intellectual Property Management solutions.

For more than a half century, Iron Mountain has been helping organizations 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 — around the world.

Helping Organizations Protect their Critical Information

In today's world, the challenges of backup, recovery and archiving can no longer be solved by technology alone. By bringing together the people, processes and technology necessary to ensure sufficient long-term protection and risk reduction, while controlling costs, Iron Mountain Digital solutions help companies meet the challenges associated with five key issues:

- **Data growth explosion** – Data is growing at exponential rates. By outsourcing the business-critical task of protecting and storing this information, customers can concentrate on their primary business objective of driving company revenue.
- **Data loss concerns** – Information is the lifeblood of businesses today, system downtime or data loss causes business disruption with a serious impact on business. In addition, inadvertent disclosures, data breaches and identity thefts can all have damaging and lasting effects on a business.
- **Out-of-control costs** – It is difficult to predict and control costs associated with data protection and secure storage. As the amount and location of information continue to grow, this becomes more and more of an issue.
- **Risk exposure** – Regulatory and litigation requirements are constantly changing and becoming more difficult to comply with. Companies need to stay up-to-date with these changes in order to stay compliant and protect their company.

ONLY IRON MOUNTAIN:

- Has the proven expertise to manage the business-critical process of data protection, developed over 55 years of experience.
- Has comprehensive solutions for physical and digital assets requiring data protection, storage, recovery and destruction. We offer a one-vendor solution across all data protection needs.
- Has patented technologies that allow for superior scalability and data reduction, ultimately reducing costs.
- Can offer the utmost security for your data — storing it in one of Iron Mountain's data centers, our underground facility offers 24x7 armed security, level 4 (highest level possible) security rating, Bruns-Pak rating of 9, an OSHA-certified fire company and other features that ensure safety and security of data.
- Has unmatched resources for responding to customer needs — Iron Mountain is the trusted provider for over 100,000 customers, including over 92% of the Fortune 500.

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

Iron Mountain Digital's portfolio of technology solutions includes:

- Data Protection and Recovery solutions protect business-critical information from servers to PCs and laptops.
- Information Destruction solution that includes PC and laptop encryption and digital shredding, 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 digital records to improve access, compliance, and cost control while reducing associated risk.
- Intellectual Property Management solutions that offer comprehensive services to address domain name management and technology escrow issues.

DATA PROTECTION AND RECOVERY SERVICES

Iron Mountain reduces the risks and costs associated with protecting and storing an organization's data and ensuring that data is secure, private, available and accessible for recovery, when needed. Outsourcing with Iron Mountain frees up organizations' time and resources, while providing the peace of mind that their data is secure and their organization can achieve compliance with relevant regulatory and litigation requirements.

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 for PC	Eliminate the risk of losing or compromising data on PCs and laptops. With the amount of remote employees and sales executives outside the data center constantly growing, there is an increasing risk of data loss. Users should not be relied on 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 utilizes the same technology to back up file and print servers from the Connected Backup for PC console.	✓	✓
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 and/or private data stored on desktops or laptops will not fall into the wrong hands even if the computer itself does.	✓	✓
PC Data Protection Suite	The need for a comprehensive solution to growing digital data protection and recovery challenges.	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 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.	A cost-efficient, rapidly deployable, backup email system that ensures your company never loses access to email – no matter what. Also available as part of the Total Email Management Suite.		✓
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. Also available as part of the Total Email Management Suite.		✓

ARCHIVING AND DISCOVERY SERVICES

Digital information can be considered evidence in legal discovery. Because of this, these digital records must be managed like any other information — with search-ability and access, plus the utmost security.

Archiving and Discovery Services	Problem	Solution	Software	Service
Digital Record Center for Compliant Messaging	Regulation and litigation requirements are constantly changing, growing and becoming more difficult to comply with.	Ensure your organization is compliant by outsourcing to a trusted vendor. Indexes and stores all email messages throughout the enterprise in our secure Digital Record Center 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.		✓
Stratify Legal Discovery™ Services	Finding, collecting, reviewing, analyzing, 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 eDiscovery.	A comprehensive solution that reduces the cost, complexity, response time, and risks of legal discovery. Helps organizations with timely preparation for eDiscovery and to respond more effectively, with the highest level of integrity by identifying, preserving, collecting, processing, reviewing, and producing relevant information. Complementary Iron Mountain consulting and hard-copy records discovery services are also available.		✓
DiscoveryAssist™	Enterprise organizations need solutions to collect data across all repositories for legal discovery, regulatory compliance, and/or internal investigations. For those companies using Connected or LiveVault, the IronMountain Data Center is one of the most important places where corporate data resides.	Reduce the risk and cost associated with eDiscovery. By enabling organizations to easily and effectively retrieve PC and remote server data backed up and protected in Iron Mountain Data Centers, DiscoveryAssist helps companies efficiently meet the increasing demands of compliance, litigation and corporate governance requirements		✓
Designated Third-Party Downloader	Companies are mandated to ensure that broker-dealer's records are accessible to regulators. The SEC's "designated third-party" requirement carries severe penalties for non-compliance.	Facilitates the SEC requirement of allowing regulators to access a broker-dealer's records.		✓

INTELLECTUAL PROPERTY MANAGEMENT

Iron Mountain Digital is the leading global service provider of intellectual property management services whose core competencies are technology escrow services and domain name records management. We have the proven expertise, 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 unless verification is performed.	Ensure deposited technology assets are complete and in working order. Strengthen escrow value by enabling a fast, successful deployment of deposit materials.		✓
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 need to be assured.	Allows authorized users to securely send deposits to an Iron Mountain escrow account online, with the touch of a finger.		✓
SaaSProtect Escrow Service	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 for source and object code, and the LiveVault data backup and recovery solution.		✓
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.		✓
Domain Name Registration Service	A heightened need to secure and protect domain names that reflect your products, image and reputation in the marketplace.	Helps organizations with the acquisition of domain names that support organizations' business needs — including private registrations that may be required for a merger, acquisition or other business objective.		✓
Domain Name Management Service	E-commerce plays an integral part in many companies' current and future success.	Manages organizations' 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 Service	Brand and Domain infringement can have a negative effect on businesses including lost sales and negative publicity.	Impact your bottom line by detecting unauthorized product distributions, affiliations and logo use. Get instant notification when related domain names, taglines, product or service names are registered.		✓
Domain Name Implementation Service	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 by outsourcing this responsibility to a trusted provider in the industry, who will implement cost-effective best-practice brand monitoring initiatives.		✓



Relax. We protect your data.

Iron Mountain Digital, the world's leading provider of data backup/recovery and archiving software- and storage-as-a-service, offers a comprehensive suite of data protection and compliant records management software and services to thousands of companies around the world. For more information, visit our Web site at www.ironmountain.com/digital

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