USE THIS GUIDE TO:

• Identify the hidden costs in your current records management system
• Determine what's at the root of the problem
• Establish next steps to boost efficiency and reduce operational expenses

THINK INSIDE THE BOX.
THINK INSIDE THE BOX:
IDENTIFY RECORDS MANAGEMENT CHALLENGES AND TURN THEM INTO COST-CUTTING OPPORTUNITIES

There is a connection between business expenses and how well an organization administers its records – including electronic and physical records.

By targeting records management processes – and modernizing, streamlining and, in some cases, eliminating current information management practices – you can unlock tremendous potential for reducing expenses and improving efficiency.

This guide is designed to help you identify your biggest, untapped cost-saving opportunities – and see how outsourcing your records management can dramatically cut business expenses while improving your service to internal and external customers.

RECORDS MANAGEMENT PROBLEM/SOLUTION MATRIX
Use the matrix on the following pages to match records management challenges with outsourcing opportunities.

1. Examine the three key opportunity areas: the hidden costs of physical records, the hidden costs of electronic records, and the hidden costs of facilities and staff.

2. Check the problems and possible causes that apply to your organization – these are real opportunities to identify expenses that can be reduced.

3. Go to the right hand column to identify the corresponding cost-cutting actions a qualified outsourcing partner can help you take.
# Think Inside the Box: Physical Records

<table>
<thead>
<tr>
<th>Problem/Challenge</th>
<th>Possible Causes</th>
<th>How Your Outsourcing Partner Can Help</th>
</tr>
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</table>
| Poorly-managed inactive paper records (that must be retained for reference and/or legal purposes) increase costs when stored onsite | □ Lack of ill defined procedures for moving records from an active to inactive status  
□ Lack of manpower                                                                                      | □ Create a process and designate resources for moving inactive records offsite  
□ Determine what physical assets would benefit from imaging  
□ Clean up inventory and move inactive records to a lower rent third-party location |
| Unnecessary printing and copying of paper records introduces costs and risks associated with storing and disposal of this paper | □ No scrutiny on this behavior leaves it unchecked  
□ No centralized information repository or tools to support search and access  
□ Inability to share/access information by multiple people at the same time  
□ More copies means a bigger chance that documents could get lost or fall into the wrong hands | □ Review workflow processes and access requirements  
□ Establish a program that offers distributed and simultaneous access to business records across the organization  
□ Partner with a company that can meet chain of custody requirements |
| Inefficient and inconsistent use of imaging                                        | □ No common standard for indexing paper or hardcopy records  
□ No centralized management or use of imaging in the business                                                                 | □ Assess current access needs and determine a systematic approach for indexing hardcopy records  
□ Assess current system for responding to information requests |
| Challenges locating information, which are likely due to misfiling and lack of control | □ No well-defined indexing process  
□ No technology in place to aid searching  
□ Lack of proper resources to manage inventory                                                                 | □ Assess document retrieval requirements  
□ Establish an indexing scheme for rapidly identifying and retrieving documents |
## THINK INSIDE THE BOX: ELECTRONIC RECORDS

<table>
<thead>
<tr>
<th>PROBLEM/CHALLENGE</th>
<th>POSSIBLE CAUSES</th>
<th>HOW YOUR OUTSOURCING PARTNER CAN HELP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Systems for protecting data are taking too long and/or consuming too many storage resources</td>
<td>☐ Little or no distinction between active and inactive records   ☐ No or inconsistent retention policies for electronic records   ☐ “Just in case” approach to litigation readiness calls for saving everything</td>
<td>☐ Establish legally credible retention schedule and consistently apply retention policies   ☐ Identify and separate inactive data for archive from active data for backup   ☐ Implement an electronic information management system</td>
</tr>
<tr>
<td>Methods to collaborate and share information in real time are disorganized; file stores may be growing rapidly due to poor management</td>
<td>☐ Nobody assigned to keep electronic files managed   ☐ Not applying retention to information stores   ☐ Multiple copies of the same information, some outdated</td>
<td>☐ Identify how information is used and establish management responsibilities   ☐ Develop and apply a retention strategy to this information   ☐ Establish adequate protection of shared information resources</td>
</tr>
<tr>
<td>Inability to quickly and reliably respond to discovery in a cost-effective manner</td>
<td>☐ Lack of enterprise-wide retention policies that leave a company with too much information   ☐ Lack of policies for preserving discoverable electronically stored information (ESI)   ☐ ESI is distributed across organization   ☐ Use of outside counsel to cull through records to determine what to produce for opposing counsel</td>
<td>☐ Develop a strong, enterprise-wide strategic information management plan   ☐ Establish and communicate a repeatable process for discovery   ☐ Deploy a discovery platform   ☐ Develop a method to retrieve distributed data</td>
</tr>
<tr>
<td>Increasing/unacceptable costs for additional storage hardware/servers</td>
<td>☐ Poor information management processes   ☐ No distinction between active and inactive records   ☐ Significant duplication of records stored and backed up</td>
<td>☐ Establish legally credible retention schedule   ☐ Intelligently eliminate storage volume by categorizing data type, and establishing a hierarchical storage plan   ☐ Index and organize archived data separately from active data   ☐ Set guidelines for routine and systematic destruction of information   ☐ Use technology to execute a new system once the policy is established</td>
</tr>
<tr>
<td>Information on laptops is difficult and costly to backup and/or discover</td>
<td>☐ Lack of defined policies and procedures to protect and preserve information stored on laptops and mobile devices</td>
<td>☐ Extend information management policies to all data, regardless of location   ☐ Establish routine, automatic approach to backup and archive information on remote and mobile devices</td>
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</tbody>
</table>
## Think Inside the Box: Staff and Facilities

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</table>
| Running out of space to store seldom used paper records and/or lack of planning to optimize costs associated with inactive paper storage | No time to research alternative storage options or locations  
Lack of appreciation for the true cost of onsite storage | Update retention policies and procedures to distinguish between active and inactive records  
Use new retention schedule to reduce volume  
Move infrequently accessed records to less expensive storage  
Revise the retention schedule to establish guidelines for regular, systematic, secure disposal of records, including automatic destruction dates |
| Costs and inefficiencies associated with paper records management and retrieval | Decentralized or non-existent records management function  
Lack of clear responsibility for records management  
Management doesn’t understand or value records management functions  
No procedures or technology to effectively manage information | Conduct a deep dive on how information is used and managed across the organization  
Establish enterprise-wide processes for information access, management and storage  
Eliminate unnecessary volume  
Apply process improvement and technology to improve efficiencies  
Use a hierarchical approach to managing information going forward |
| No method to locate information when needed             | No centralized information repository or tools to support search and access  
Inability to share/access information by multiple people at the same time | Establish an indexing scheme that enables rapid identification and retrieval of documents |
| Staff hours wasted trying to locate information when needed | No centralized information repository or tools to support search and access  
Haphazard procedures related to information management and access  
Lack of an enterprise-wide records and information management program | Review workflow processes and access requirements  
Create a program that offers distributed and simultaneous access to business records throughout the organization |
Are you ready to start cutting costs and improving efficiency?

The records management experts at Iron Mountain can help you take advantage of the untapped opportunities you’ve identified on the previous pages – creating an end-to-end action plan that reduces operational expenses and boosts efficiency across your entire organization.

Our proven, wide-ranging suite of Records Management Solutions deliver:

- **Advanced Record Management Software** to manage records throughout their lifecycle wherever the records reside – from inception through active, onsite management, archival storage management and destruction
- Comprehensive **Document Imaging Services** offering cost-effective, intelligent scanning solutions that transition paper to electronic records, maximizing your ROI while minimizing expenses and logistics
- Strategic **Document Management Solutions** that provide fast and reliable access to the documents you need – when you need them
- Fast and reliable access to your most critical business documents with the **Digital Record Center® for Images** – a high-capacity, high-availability repository for storing electronic copies of business documents
- Customized solutions for **Health Information Management** address the unique information management challenges of healthcare including the transition to Electronic Health Record
- Robust solutions for **Litigation Support** which help establish a defensible process of capturing, coding and organization production through logical unitization. Digital information can be easily loaded for review analysis and production.

We’re committed to offering a complete range of document management services, because we understand that as times change, industries evolve, and compliance issues arise, your needs will change accordingly. Our services are available on an à la carte basis, or you can combine solutions to get even more from your comprehensive management strategy.

The first step is easy: talk to an Iron Mountain expert to get started. **Call 800-899-IRON (4766) today.**

For more information and tools to help you uncover the hidden cost savings opportunities of records management, visit [costefficiencies.ironmountain.com](http://costefficiencies.ironmountain.com).