

Healthcare Products and Services Company



Iron Mountain's Integrated Imaging Solution Helps Healthcare Company Boost Productivity and Cut Costs

- CUSTOMER:** The customer is leading multinational provider of health care products and related services for consumer, pharmaceutical, diagnostic and therapeutic uses.
- CHALLENGE:** A diagnostic division of the company was seeking a document conversion solution that was fast, secure, reliable, and cost-effective.
- SOLUTION:** Iron Mountain offered an integrated approach that employs secure, efficient processes and the technology required to meet the company's needs.
- BENEFIT:** Authorized employees now have improved access to critical company documents, improving productivity and slashing costs.

The Customer

The Ortho-Clinical Diagnostics (OCD) division of the company develops advanced testing systems for use in transfusion medicine and clinical laboratories. OCD maintains facilities dedicated to sales, technical support, consulting, and training services throughout the world.

The Challenge

With its business and research facilities headquartered hundreds of miles apart, and additional facilities located throughout the world, OCD relies on digital imaging to give authorized employees streamlined access to essential company documents. However, the company's incumbent vendor could not keep pace with the volume and diversity of the physical documents produced by OCD's main facilities, which numbered approximately 30 boxes (of 2,000 pages) per month. As a result, OCD experienced severe delays bringing critical information online, significantly affecting the productivity of its workforce.

What's more, the incumbent vendor's workflow raised concerns about the security of OCD documents once they left the company's facilities. The cumbersome process required documents to be boxed at the two separate facilities, shipped to the vendor's location for digital conversion, and then shipped back to OCD's research facility to be stored at a nearby Iron Mountain facility. Despite OCD voicing its concerns about its exposure to risk on a number of occasions, the vendor was slow to respond.

Iron Mountain was the only company to adequately address the Ortho-Clinical Diagnostics division's concerns about process, security, and cost.

As OCD's secure physical storage vendor, Iron Mountain had already earned the respect of the company's account manager, who had first-hand knowledge of Iron Mountain's meticulous attention to detail and deep understanding of its client's needs. Though, Iron Mountain's facility did not yet possess the hardware, software, and scanning capacity required to convert all of OCD's critical documents, Iron Mountain was asked to submit a proposal to manage the entire conversion process.

Ten other companies responded to OCD's RFP; only Iron Mountain was able to adequately address OCD's concerns about process, security, and cost.

The Solution

Upon winning the contract, Iron Mountain outfitted its facility with all of the equipment needed to process and scan OCD's documents. The files are boxed on-site at OCD headquarters and transported in secure vehicles to Iron Mountain's site. There, the documents are prepared, scanned, quality-checked, and indexed using a data feed downloaded from OCD that codes and merges data digitally, reducing conversion costs and the potential for re-keying errors.

Once scanning is completed, a DVD of the material is securely shipped back to OCD, where the information is loaded into the company's computer system and made immediately available to authorized users. The original documents are re-boxed and stored securely at the Iron Mountain facility, along with backup DVDs, ensuring full and rapid recovery of documents in the event of a disaster at the customer site.

Managing the entire conversion and storage process, Iron Mountain is able to anticipate and address the needs and concerns of Ortho-Clinical Diagnostics, delivering more consistency and security. The integrated workflow eliminates chain-of-custody issues that often result from working with multiple vendors. What's more, physical and electronic documents are more quickly and efficiently integrated, managed, and converted – fulfilling the client's needs and exceeding its expectations.

The Benefit

Ortho-Clinical Diagnostics' essential documents are now converted more quickly, efficiently, and at a higher quality than ever before. The company has realized significant savings in cost and a rise in productivity associated with fast, streamlined sharing of information across the company's multiple locations. A highly secure workflow helps to ensure physical documents remain safe, and sophisticated encryption technology helps ensure that online access to company information remains available only to authorized users.

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