DATA SHEET

BACKUPCARE™

BACKUP ASSISTANCE

MARKET FACT:

Organizations are losing more than $2 million dollars per year due to time wasted on challenges with poor data management practices.

Source: 2019 Veritas Technologies Study: Realizing the Power of Enterprise Data

BUSINESS CHALLENGE

Whether your current data center is situated in a remote, unstaffed location, or if you happen to "stand up" your data center in a third-party colocation facility, you already know – all too well – how remote sites or isolated servers add a layer of complexity to staffing, training and internal processes for your organization. Sending someone from your IT staff to a remote data center to eject and reinsert a single set of backup tapes isn't the best use of your staff's time and expertise. On the other hand, outsourcing this same task to your colocation provider can be risky. These facilities rarely have the secure procedures and trained personnel needed to perform these activities in a manner that keeps your data protected from inadvertent disclosures.

WHAT IF YOU COULD...

- Free your IT staff from managing data backup and vaulting from afar?
- Eliminate the need for onsite personnel to perform backup tasks?
- Protect your data via a documented chain of custody to ensure its security and accountability?

IRON MOUNTAIN BACKUPCARE

For new and existing Iron Mountain Offsite Media Vaulting customers, we're already picking up and dropping off your backup tapes. Why not let us swap your media as well? With BackupCare, Iron Mountain experts pull your tapes from their drives and then mount new tapes to handle your next backup – all done at your remote site or colocation facility.

BackupCare is a complementary service within the Iron Mountain Data Management Solution. New and existing Iron Mountain Offsite Media Vaulting customers who sign up for the BackupCare service will gain immediate process efficiencies by enabling in-house IT staff to focus on high-priority initiatives. Plus, you'll be confident knowing the BackupCare workflow provides an overarching chain of custody to protect the integrity of your data while it is transported to and from our secure, environmentally controlled tape vaults.

"KNOW YOU'RE PROTECTED WHEN YOU NEED TO PULL AND MOUNT BACKUP TAPES AT YOUR REMOTE DATA CENTER. IRON MOUNTAIN WILL CARE FOR YOUR INFORMATION AS IF IT WERE OUR OWN – BECAUSE IT MATTERS."

IRON MOUNTAIN BACKUPCARE HELPS YOU:

- Apply your limited IT resources to more business-critical tasks while Iron Mountain experts pull your full backup media from their drives and then mount new media to handle your next backup cycle
- Monitor the status of your media in real time: each tape will be scanned when it's pulled, triggering the generation of an automatic notification that's sent to you to let you know that your media has been swapped
- Leverage Iron Mountain SecureSync® to provide you with a unified view of your remote-site backups

WHAT YOU GAIN...

- The ability to focus valuable internal resources on vital business initiatives, rather than on time-consuming tape rotation
- Peace of mind that your tapes are expertly handled by trained personnel and protected with an unbroken chain of custody
- Access to 24/7 emergency response so that you can get your data – whenever and wherever you need it
- The benefit of a managed service with predictable costs

Know you're protected when you need to pull and mount backup tapes at your remote data center. Iron Mountain will care for your information as if it were our own – because it matters.

WE PROTECT WHAT YOU VALUE MOST®

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ABOUT IRON MOUNTAIN

Iron Mountain Incorporated (NYSE: IRM), founded in 1951, is the global leader for storage and information management services. Trusted by more than 220,000 organizations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 countries, Iron Mountain stores and protects billions of information assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include secure storage, information management, digital transformation, secure destruction, as well as data centers, art storage and logistics, and cloud services, Iron Mountain helps organizations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit www.ironmountain.com for more information.

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