

Digital Record Center™ for Images FAQs



WHAT IS IRON MOUNTAIN'S DIGITAL RECORD CENTER™ FOR IMAGES SOLUTION?

Our solution provides your organization with a robust, scalable system that stores electronic files and scanned images of your physical documents. Files are stored in our secure data center, using a flexible indexing scheme that enables rapid identification and retrieval. Authorized users can retrieve documents any time from any Web browser, using a variety of search criteria. Our highly efficient streaming technology lets users preview thumbnails, zoom in/out, rotate, download, print, or forward the file.

WHY CHOOSE A HOSTED SOLUTION RATHER THAN BUILD A DIGITAL RECORD CENTER FOR IMAGES INTERNALLY?

There are three key reasons:

- *Rapid deployment:* Because the infrastructure and expertise are already in place, Iron Mountain can get your Digital Record Center for Images up and running in a matter of days compared to the 18 to 24 months that is often required to plan, fund, design and implement an in-house solution.
- *Guaranteed success:* Large-scale technology projects often fall far short of their intended goals. Because of Iron Mountain's expertise and long experience, you can be confident your solution will work, as promised, from day one.
- *Predictable costs and a pay-as-you-go model:* In-house solutions often exceed their initial budget and then prove costly to support and maintain. Using a hosted approach allows you to pay for the solution as you use it while avoiding the significant capital expenditures and labor costs of building your own solution.

WHERE ARE MY DOCUMENTS STORED?

Your Digital Record Center for Images is located in an Iron Mountain data center 200 feet underground. To ensure documents are always available, data is mirrored, and redundant systems are in place with fail-over measures that ensure uptime and availability. Files are backed up on a daily basis. The facility incorporates redundant systems including uninterruptible power supplies, back-up diesel generators, fire suppression systems and telecommunications.

WHAT KIND OF SECURITY MEASURES ARE IN PLACE?

Key protections include:

- *Firewall and virus protection:* A Check Point Firewall allows Iron Mountain to define and enforce a single, comprehensive security policy. The firewall limits access into our internal network, prevents denial of service, and detects computer viruses and malicious Java or Active X applets. Virus definitions are updated daily.
- *Encrypted data transmission:* Data is transmitted over the Internet via HTTPS (HTTP over Secure Socket Layer), using 512-bit encryption. HTTPS is the most widely used method for encrypted transmission of data between web browsers and web servers.
- *User access control:* To access the system users need a username and password, which are assigned by an administrator. There are several different levels of user privileges: All, Write, Version, Read, Browse, or None.
- *Physical security:* Iron Mountain facilities are protected by trained security professionals, 24/7 monitoring and measures such as card-key access.

WHAT TYPES OF FILES CAN BE STORED IN THE DIGITAL RECORD CENTER FOR IMAGES?

Virtually any type of electronic file can be stored, and any document can be imaged and stored.

WHAT DO USERS NEED TO ACCESS THE SYSTEM?

Users need a user account, username and password – which are set up by their administrator – plus a system with Internet access and a browser with a Java client installed.

WHAT ACCESS PRIVILEGES DO USERS HAVE?

Privileges are defined by the administrator and may include the ability to search, view, retrieve, print and/or download documents to their PC or printer. Users can also request that images be exported to a CD or DVD and shipped to their location.

HOW DO I RETRIEVE DOCUMENTS?

First enter the index information that you seek. The system searches the database, and presents a list of matching documents. You then select those you want to see, and they are displayed on the screen.

CAN USERS EDIT IMAGED DOCUMENTS?

Yes, if they have the appropriate privileges. Documents can be annotated to include notes and comments. The system automatically keeps track of document versions and retains the history of all editing.

IS RETENTION SCHEDULING SUPPORTED?

Yes. Document management features allow you to capture retention data so you can track the retention status of documents and ensure timely scheduling of document destruction.

WHAT IS 'METADATA'?

Metadata is index data that describes and identifies a document, such as the title, author, topic, and type of document (invoice, requisition, proof of delivery, etc.).

HOW SHOULD I INDEX MY DATA?

Designing an indexing scheme is best done in reverse. Start with the question: "How will users want to retrieve the data?" Based on retrieval requirements, the indexing fields can be developed. Capturing unnecessary index data adds to the cost of capture without enriching search results. Iron Mountain's experts will help you define an optimum indexing strategy.