

Iron Mountain's SaaSProtect Escrow Service™



Protect your SaaS application, your data and your business against the unexpected.

The promise of a strong return on investment, low overhead and rapid application deployment is driving Software as a Service (SaaS) to skyrocket in popularity. But if your company subscribes to a SaaS application, you may be exposing your business to serious risks by failing to build adequate protections into your SaaS subscription agreements.

In a traditional on-premise software delivery model, technology escrow ensures access to source code and other proprietary information under certain conditions, such as vendor bankruptcy. However, these agreements do not adequately address the unique risk associated with SaaS: the loss of application functionality, and access to all the proprietary data along with it, in the event of service interruptions.

In today's on-demand world, unexpected downtime affects not just everyone in the company, but customers and stockholders as well. The cost of outages can mount quickly, with the potential for even greater financial impact when damage to your company's stock value is considered.

To fully protect your business against unexpected SaaS service disruptions, you need a solution that guarantees timely access to the business-critical application *and* to your proprietary data. You need Iron Mountain's SaaSProtect Escrow Service.

SAFEGUARD YOUR BUSINESS WITH SAASPROTECT ESCROW SERVICE

Iron Mountain, the founder of the technology escrow industry, has created an innovative service that helps you maintain business continuity and mitigate risk when entering into a relationship with small-to-medium sized SaaS providers. SaaSProtect is an industry first, combining

comprehensive escrow protection with award-winning LiveVault® real-time backup and recovery services.

All Inclusive, Secure Escrow Service

As a trusted, neutral, third party, Iron Mountain holds valuable technology assets – including software source code and object code – in secure, access-protected escrow accounts. Acting in this intermediary role, Iron Mountain helps document and maintain the integrity of the SaaS application and your data to ensure that you have access to those assets under specific demand release conditions. The result is increased control and leverage, and added protection. Key features include:

- Online access to Iron Mountain Connect™ Escrow Management Center for real-time management of escrow accounts
- Separate and secured escrow deposit accounts for source code and object code
- Electronic vaulting with pre-defined Demand Release Conditions
- Verification of deposit materials for usability
- Automatic notification of deposits and deposit updates
- Escrow Expert™ consulting services
- Dedicated client managers for your account

Award-Winning Data Protection and Recovery

An integral component of SaaSProtect, Iron Mountain LiveVault service provides automatic, real-time, secure and reliable remote server data protection and recovery, ensuring your data is always safe, and always accessible for recovery when needed. A proven solution, LiveVault protects thousands of customers and servers, successfully managing over 200TB of data.

BE PREPARED FOR THE UNEXPECTED

SaaSProtect is a critical component of any effective SaaS or ASP disaster recovery plan. In the event your provider experiences a prolonged outage, established Demand Release Conditions will allow you to quickly access the application object code and proprietary data, which minimizes business downtime. For a more long-term solution, access to the source code will enable you to continue maintaining the application development environment.

Establishing Recovery Time Objectives¹ and Recovery Point Objectives² is critical to a successful recovery, but it is even more critical to test the deposits to ensure usability. That's why Iron Mountain does more than just administer the terms and conditions of your escrow agreement. We'll also conduct the upfront testing necessary to verify recoverability and business continuance.

QUICKLY ACCESS ESCROW ACCOUNT INFORMATION WITH THE ESCROW MANAGEMENT CENTER

The Iron Mountain Escrow Management Center is a web-based tool that simplifies escrow management by providing you with access to real-time transactions and up-to-date escrow account information. With the Escrow

Management Center you can view detailed account information, conduct escrow transactions, produce reports and even view imaged documents, quickly and easily.

EXPERT GUIDANCE ENSURES YOUR SUCCESS

Customers worldwide trust their mission-critical software and intellectual property with Iron Mountain. In fact, more than three-fourths of the Fortune 500 and 93% of the Software 100 rely upon Iron Mountain to protect their intellectual property assets.

Acting as your trusted advisor, Iron Mountain's Escrow Expert™ consulting services will help you mitigate risk and ensure business continuity. From assessing risk and crafting contract language to testing the live production environment and backing up mission-critical data, Iron Mountain will guide you every step of the way as you implement an escrow agreement that best protects your business.

To learn more about SaaSProtect Escrow Service call 800-962-0652 and press Option 3.



Iron Mountain's SaaSProtect Escrow Service can help you:
Safeguard your business and be prepared for the unexpected.

¹ **Recovery Time Objective** (RTO) is determined based on the acceptable down time in case of a disruption of operations. It indicates the latest point in time at which the business operations must resume after disaster.

² **Recovery Point Objective** (RPO) describes a point in time to which data must be restored in order to be acceptable to the owner(s) of the processes supported by that data.