SOLUTIONS
FOR INSURANCE

BUSINESS AS USUAL IS NO LONGER AN OPTION

MACROECONOMIC CROSSWINDS HAVE MADE IT TOUGH FOR INSURANCE COMPANIES TO GROW REVENUE IN RECENT YEARS. YOU NEED TO BE MINDFUL OF COSTS, BUT YOU'RE ALSO FACED WITH AN EVER-GROWING VOLUME AND VARIETY OF INFORMATION DISTRIBUTED ACROSS MULTIPLE LOCATIONS, SYSTEMS AND PLATFORMS. FINDING INNOVATIVE WAYS TO UNDERSTAND AND DERIVE VALUE FROM ALL THIS INFORMATION IS CRUCIAL TO YOUR BUSINESS' SUCCESS.

WHAT DOES THIS MEAN TO YOU?

Regulatory compliance is a given in the insurance industry and demands insurance carriers not only protect and preserve data – physical and electronic – but also prevent against inadvertent disclosures and data loss as well as data breaches. Every day more data, including new claims, policy changes, detailed financial information and other business communications enter your business. Managing it all safely and consistently is a never-ending challenge. More specifically, you'll need to:

› THOUGHTFULLY MANAGE INFORMATION, NO MATTER THE SOURCE

Mergers and acquisitions (M&A) in the insurance industry are on the rise. Acquiring a company or a new business is a major event - and one that can disrupt your information management program. Increased M&A activity means you might not know what information you have or how long you need to keep it. This lack of standardization creates inefficiencies that may negatively impact your ability to gain critical business insights from your information and increases the risk of audits and legal action.

› IMPROVE COMPLIANCE PROGRAMS AND GAIN BUSINESS EFFICIENCIES

Regulators are a natural part of the insurance business. If you operate in multiple states, hardly a day goes by when a regulator doesn't assess your program. Your ability to access your information can be the key to expediting the review. The distributed nature of today's business environment creates an ecosystem of diverse systems that require the ability to apply best practices as well as record codes and retention policies across your organization.
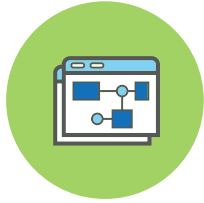
› ACCELERATE DIGITAL TRANSFORMATION

The digital revolution has hit the insurance industry. New digital platforms, online advisory tools and technologies such as big data and predictive analytics, among others, offer insurance carriers the opportunity to redesign the consumer experience, develop new products and services and streamline business processes. But while you innovate, you must also protect your data, regardless of format and location, while also managing risk and maintaining compliance.

› ENSURE DATA PROTECTION WHILE MAINTAINING 24/7 ACCESS TO INFORMATION

An increase of natural catastrophic events in recent years is pushing the insurance industry to invest more in backup, disaster recovery and business continuity solutions to safeguard data. As the number of systems generating, storing and sharing information rises, you become more vulnerable to cyberattacks and potential breaches. You need to make sure your data is secure and protected and that you also maintain continued access to vital customer information during peak service times.

ADDRESSING YOUR INFORMATION

INFORMATION MANAGEMENT

ACCESS AND PROTECT INSURANCE POLICY AND CLAIM FILES

Our **Active File Management** services can help you protect highly sensitive policy and claim documents as well as other important files throughout their lifecycle while also facilitating secure document conversion and preserving continued access.

POLICY & GOVERNANCE

The **Iron Mountain® Policy Center** solution provides automated, up-to-date retention guidelines from around the world that have been researched, curated and vetted by legal experts within individual industries and geographies.

ADVISORY SERVICES

The l**ron Mountain® Advisory Services** are delivered by a team of expert information governance and privacy professionals. These services enable you to define your retention policy and assess your information governance readiness. They also assist with policy and program development as well as content classification and metadata application.

With Iron Mountain® Onsite Staffing, you'll be able to leverage short and long-term staffing services to help augment your existing resources. With the help of our trained experts, you can outsource some or all of your day-to-day information management responsibilities.

IP RISK MANAGEMENT

Protect your vital assets and preserve the integrity of your intellectual property with **Software Escrow and Verification** solutions designed to mitigate the different risks inherent in on-premise software.

DIGITAL TRANSFORMATION

AUTOMATE YOUR WORKFLOWS

With **Workflow Automation™ powered by Hyland,** you can automate back-office workflows, reduce your IT burden, avoid capital investment and reduce operating costs.

DIGITIZE YOUR RECORDS

Address your scanning, indexing and classification needs to support your most complex, information-intensive workflows. With both manual and automated classification services, you'll have continual access to your information.

IMPROVE ACCESS AND CONTROL OF YOUR INFORMATION

Using the secure **Iron Mountain Connect™** online hub, you can easily run inventory reports, manage destruction eligibility and locate and request records.

DEVELOP AND IMPLEMENT RETENTION POLICY

With our automated **Policy Center** solution, you can consistently apply retention policy while keeping your policy up-to-date with the ever-changing regulatory environment.

IDENTIFY AND RESTORE DATA IN THE TIME YOU NEED IT

Iron Mountain's Migration and Restoration services help you restore archived data regardless of the software and equipment used to place that data on the tape or the format of the media.

MANAGEMENT CHALLENGES

SECURE STORAGE

SECURE YOUR VITAL RECORDS

Iron Mountain Vital Records Vaults provide heightened security for your most valuable records, such as customer data, claims and underwriting files and policy documents, in an advanced secure location equipped with firewalls, CCTV on key access points and dedicated dual-access controls.

REPURPOSE VALUABLE ONSITE SPACE

Iron Mountain Records Management services provide secure offsite storage that help you effectively store, manage and safeguard your financial and business records – enabling you to repurpose your file room space for revenue generating activities.

PROTECT VALUABLE ART AND UNIQUE ASSETS

We can help you manage corporate art collections, with private vault storage and open intermingled storage in a climate controlled environment.

SECURE DESTRUCTION

AVOID A BREACH

Iron Mountain Secure Shredding services protect the privacy of your information by helping you dispose of your records and media in a compliant, safe and cost-effective way. Plus, with our Green Report, you can view the positive impact your shredding program has on environmental and conservation efforts.

The **Iron Mountain Secure IT and e-Waste Asset Disposition service (SITAD)** helps you destroy and recycle or repurpose numerous IT equipment types with reliable, environmentally-compliant and secure services. The IT Asset Disposition solutions reduce e-waste by destroying and recycling or redeploying a wide variety of IT assets.

IRON MOUNTAIN: ENABLING INNOVATION AND DIGITAL TRANSFORMATION

WE MAKE IT EASY TO MANAGE YOUR INFORMATION THROUGHOUT ITS LIFECYCLE. LEVERAGING OUR WORLDWIDE NETWORK OF LOCALLY MANAGED FACILITIES, WE DELIVER SOLUTIONS THAT ARE SECURE, COMPLIANT AND COST-EFFECTIVE.

Insurance firms must maintain records – both physical and electronic – for a long time. You need a trusted partner who can help manage multiple information sources and many data formats throughout the information management lifecycle. Iron Mountain offers reliable and secure storage options no matter where information originates.

Whether you need to back up laptops and servers, archive cloud data, set up an additional data center, or recover information from older systems and backup tapes, Iron Mountain can help. Also, our innovative and workflow driven solutions are designed to help you meet your digital transformation goals by enabling you to store any remaining paper offsite while digitizing go-forward information – all while providing you with the tools and technology you'll need to automate business workflows and maintain continued online access to your records. As records and other information assets mature, Iron Mountain can also help you dispose of those items in an environmentally sound way.

Built with regulatory compliance in mind, our solutions are flexible so each can be tailored to meet your company's specific requirements. Count on Iron Mountain to help you assess what information you have, address any gaps there might be in your information governance program, and implement policy-based solutions to manage the records critical to your business.

PROVEN INSURANCE EXPERIENCE

> over 65 years insurance industry experience

> Iron Mountain's solutions and services used by more than 2,700 insurance carriers and over 95% of the Fortune 1000

> SOC 2 Type II compliant

EXPANSIVE FOOTPRINT

> more than 1,400 facilities in over 50 countries

> responsive and flexible services tailored to meet your needs

> close proximity to your location for quick turnaround

> next-day, half-day, and emergency retrieval services available

QUALITY SERVICES

> facilities securely monitored 24/7

> infrastructure designed for optimal business continuity

> certified CRM, IGP, ERMp Consultants and Program Managers

For more information, contact Iron Mountain at 800.899.IRON (4766). For access to additional tools and insights, visit **www.ironmountain.com/industries/insurance-companies**

FOLLOW US

WE PROTECT WHAT YOU VALUE MOST™

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ABOUT IRON MOUNTAIN

Iron Mountain Incorporated (NYSE: IRM) is the global leader for storage and information management services. Trusted by more than 230,000 organizations around the world, Iron Mountain boasts a real estate network of more than 85 million square feet across more than 1,400 facilities in 53 countries dedicated to protecting and preserving what matters most for its customers. Iron Mountain's solutions portfolio includes records management, data management, cloud services, document management, data centers, art storage and logistics, and secure shredding to help organizations to lower storage costs, comply with regulations, recover from disaster, and better use their information. Founded in 1951, Iron Mountain stores and protects billions of information assets, including critical business documents, electronic information, medical data and cultural and historical artifacts. Visit www.ironmountain.com for more information.