

Professional Services & Training for Data Protection & Recovery



Organizations worldwide trust Iron Mountain for information protection, storage, and disaster recovery solutions that reduce costs and help ensure regulatory compliance. Backing every one of those solutions, there is Iron Mountain Professional Services & Training.

Our Professional Services & Training help you maximize the effectiveness of whatever Iron Mountain Digital solution you choose — Connected® Backup for PC, LiveVault® or DataDefense™. Whether you select a Software as a Service (SaaS) solution, or licensed software for deployment, our Professional Services & Training can shorten your learning curve, minimize cost and complexity, and reduce risk.

PROFESSIONAL SERVICES

Iron Mountain's decades of experience and best-practice knowledge are at your disposal through our Professional Services team. Our lifecycle support ensures that you receive long-term value from your investment in Iron Mountain solutions.

Planning

Use our Planning Services to leverage Iron Mountain's experience and expertise from the very beginning and gain maximum benefit before you deploy your selected data protection solution. Our planning services help you identify:

- the tasks and order in which they must be performed
- resources and personnel to be involved in the project
- infrastructure, system administration and information security issues
- bottlenecks you may encounter during the project
- agent deployment best practices

Iron Mountain Professional Services & Training can shorten your learning curve, minimize cost and complexity, and reduce risk.

Implementation

Gain from Iron Mountain's extensive hands-on experience in installing and operating data protection solutions. Our specialists work closely with your team to shorten your learning curve and streamline the implementation of your data protection SaaS or licensed software. Services include:

- **Installation** — Preparation of site and server, loading and checking software.
- **Configuration** — Required configurations to system, interface, components, expiration parameters and task scheduling. All related tools configured and tested.

- **Deployment** — Initial roll out to a small number of users to test possible deployment options and overall system prior to full deployment.

- **Maintenance Plan** — Ensure the administrator is familiar with standard maintenance procedures and is equipped to develop a workable maintenance plan.

- **Disaster Recovery Plan** — Ensure the administrator is familiar with disaster recovery concepts and his/her organization's policies. Provide a workable disaster recovery plan following full deployment.

Assessment

Our Assessment Services help you manage and maintain your Iron Mountain data protection solution. We can work proactively to review system/application performance and storage variability, and discover potential problems before they expose your organization to risk. We can also help you identify the root causes of issues that have started to impact your solution. Our Assessment Services include:

- **Optimal Service Level** — Assess the technical and operational condition of the system to ensure service availability and best performance.

- **Maintenance Plan** — Review maintenance and disaster recovery plans, and conduct knowledge transfer on all aspects of system maintenance.

- **Capacity Plan** — Conduct capacity planning for the system moving forward.

- **Account Administration** — Review best practices for account administration, support or data management, as well as potential integration with other information systems.

Upgrades

Upgrade Services help keep your Iron Mountain solution current, ensuring the continued optimum performance of the solution as technology advances. Through careful planning and execution, we can help you manage your upgrades as seamlessly as possible, with minimum system downtime.

PROJECT MANAGEMENT

Project Management Services can help with any project related to your data protection, storage and disaster recovery needs. An engagement can be as limited or extensive as each client requires. We assign a Project Manager to work with you to develop a comprehensive, detailed and workable project plan. In addition, your Iron Mountain Project Manager becomes an active participant on your project team, providing leadership and

guidance, and serving as your liaison into Iron Mountain so you have access to the information, resources and focus you need to ensure success.

EXTENDED SERVICES

Disaster Recovery

With our Disaster Recovery Services, you benefit from our in-depth knowledge of the subject and our understanding of the Iron Mountain service or software you have deployed so you are prepared in the event of a natural or other disaster.

We help design and implement a Disaster Recovery plan that will meet your business needs. We work with your team to transfer knowledge, prepare site and data for recovery, install and configure software, develop and document a recovery plan, provide end-to-end procedure validation and perform any required post-restore reconfiguration.

API Consulting

Iron Mountain solutions can include application programming interfaces (API) that allow many management tasks to be automated and integrated with other systems. Our API Consulting Service helps you gather requirements, map out processes, design and build automated systems for your deployment. Our services include knowledge transfer for using the API specific to your hardware and software requirements.

Custom Engagements

Iron Mountain’s professionals are available to help customers with a wide range of custom engagements to meet specific needs. We can tailor our services and type of engagement to fit each client’s challenges and objectives. We invite you to talk to your Iron Mountain representative to learn more about our custom capabilities.

TRAINING

Iron Mountain offers a comprehensive training curriculum to support the use of all our data protection products. Our training program is designed to transfer knowledge, shorten time to productivity, and increase the value of your investment in Iron Mountain solutions. Courses are available for all personnel, including administrators, technicians, systems managers, help desk personnel and data center managers. Classes are held regularly at Iron Mountain facilities and can also be presented at customer sites. See the Iron Mountain Web site for schedules.

Contact Iron Mountain to Learn More

To find out more about our Professional Services & Training and how they can help you reduce costs and increase the value of your Iron Mountain products, please contact your Iron Mountain representative. Or contact us online at www.ironmountain.com/contact, or call our U.S. headquarters at 800-899-IRON (800-899-4766).

	Licensed Software			Software as a Service (SaaS)		
	Connected	LiveVault	DataDefense	Connected	LiveVault	DataDefense
Professional Services						
PLANNING	■	■	■	■	■	■
IMPLEMENTATION	■	■	■	■		■
ASSESSMENT	■		■			
UPGRADES	■		■			
PROJECT MANAGEMENT	■	■	■	■	■	■
EXTENDED SERVICES						
• Disaster Recovery	■	■	■		■	
• API Consulting	■		■			
• Custom Engagement	■	■	■	■	■	■
Training	■	■	■	■		■

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Iron Mountain Digital, the world’s leading provider of data backup/recovery and archiving software as a service (SaaS), offers a comprehensive suite of data protection and e-records management software and services to thousands of companies around the world. For more information, visit our Web site at www.ironmountain.com/digital.