

Data Restoration & eDiscovery Services



Minimize risk with fast, accurate and cost-effective data retrieval and discovery

RISING TO THE CHALLENGE

Even the most sophisticated organizations can become overwhelmed when asked to retrieve electronic records in response to a litigation request, regulatory investigation or internal requirement. After all, the volume of data being preserved today is staggering: over 90% of new corporate data is generated electronically. Application and infrastructure complexity only adds to the difficulty: over 70% of that data is stored on disparate systems scattered throughout the enterprise.

But in the end, none of that really matters. Whether compelled by law or mandated by internal requirements, effective and efficient data restoration is a critical requirement for every company. When an incident hits, your organization must rise to the challenge.

“Our legal teams can now search through thousands of mailboxes in minutes and export the records to almost any format and media.”
- Senior Managing Director, Bear Stearns

Without a solid strategy in place, the effort and expense of even one request can skyrocket. Discovery searches can cost £540 to £1350 per backup tape and involve thousands of tapes. Protracted restorations or searches can slow down business-critical internal projects or, in the case of litigation, result in steep fines, greater legal scrutiny and a tarnished public image.

IRON MOUNTAIN: THE TRUSTED PARTNER FOR INDUSTRY LEADERS WORLDWIDE

As part of its suite of Digital solutions, Iron Mountain's Data Restoration and eDiscovery Services enable you to gather, restore, search, organize, and deliver email and other records in response to litigation discovery, internal data management requests and regulatory compliance inquiries.

Rest assured, Iron Mountain is a trusted third party that can assure the identity and integrity of documents, emails, and other records from collection through delivery, in accordance with Chain of Custody

DATA RESTORATION AND eDISCOVERY SERVICES

COMPLIANCE AND LEGAL BENEFITS

- Transition from a reactive to a proactive data restoration strategy
- Rapid turnaround
- Credible process with defensible Chain of Custody
- Best defense against litigation or regulatory investigations

IT BENEFITS

- Minimize drain on resources
- Reduce costs
- Ensure a secure, auditable environment
- Provide resource augmentation on a project basis
- Leverage a range of recovery capabilities

END USER BENEFITS

- Indexing capability with unified searching across file types
- Ensure information gets to the right users, at the right time, in the right format
- Increase time spent analyzing records; reduce time spent finding them

requirements. Evidence used in court must be handled in a defined manner to minimize later allegations of tampering or misconduct, which can compromise the case. You can be confident that Iron Mountain processes all data, according to defensible standards that need to be met in a court of law.

The clear leader in data restoration and electronic discovery, Iron Mountain is helping more than 200,000 customer accounts worldwide minimize business risk with fast, accurate and cost-effective data retrieval and discovery services. Make Iron Mountain your trusted partner, too.

DATA RESTORATION BY THE DATA PROTECTION EXPERTS

For more than 50 years, Iron Mountain has led the way in data management and protection. From the earliest days of paper documents to today’s sophisticated digital archives, Iron Mountain has always provided responsive, reliable service and real world solutions.

TRUST IRON MOUNTAIN TO HELP YOU:

- Complete restoration requests on time, securely and accurately
- Eliminate explosive restoration costs, new infrastructure investments and ramp-up expenses for developing critical skill sets
- Ensure data integrity and reputable Chain of Custody
- Efficiently process millions of records on multiple media formats from a variety of backup environments

The company’s superior Data Restoration Service efficiently and cost-effectively restores data from a wide range of file types stored on virtually any media format. Every restoration request is personally managed by an expert who has been trained in the many complexities of data restoration. A dedicated project manager provides frequent updates throughout the process, from collection and transportation of media to final reporting, while technical experts ensure the integrity of the data at all times.

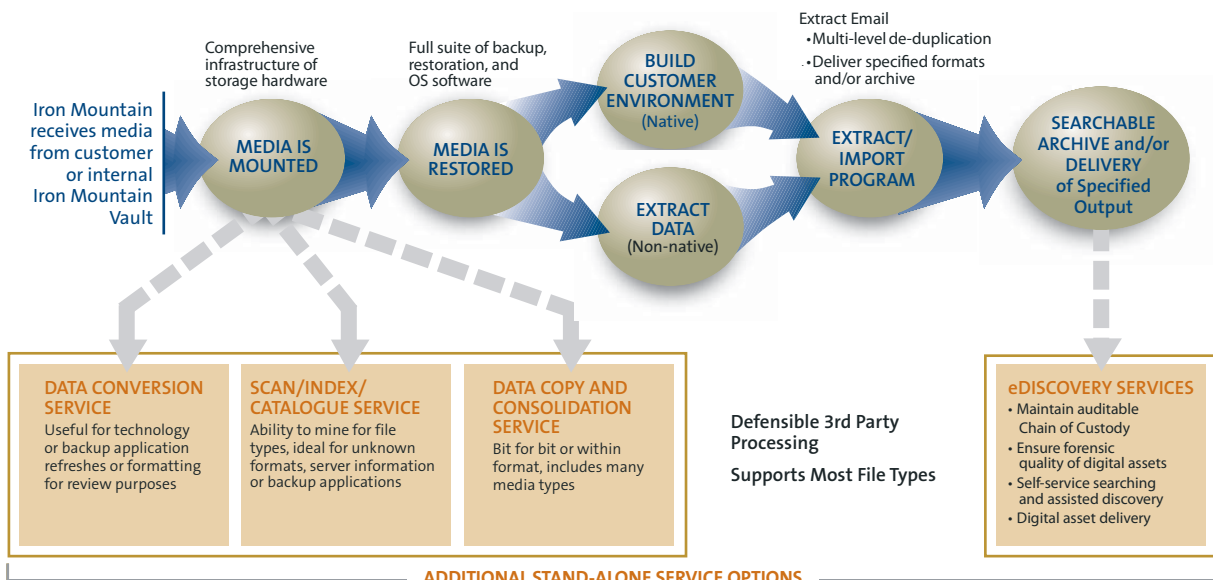
De-duplication – Reduce Data Volume Up to 90%

As data volume expands, the potential for record duplication can be enormous, especially with email. With multiple levels of de-duplication - within a single mailbox, a server or across the enterprise - you can choose the one that best suits your needs and reduce data volume by up to 90%.

Defensible Chain of Custody

Iron Mountain’s Digital Archives is a web-based service that enables customers to search and view digital assets within a secure hosting environment. The Digital Archives is a controlled environment that provides a proven, auditable Chain of Custody for your records. All digital assets submitted to the archive are authenticated and can not be altered, which testifies to data integrity and evidentiary quality of each record’s context, content, and structure. This means that you will know exactly from where each electronic asset was restored (i.e., tape ID) and from where the asset was taken in the database or file system(i.e. which folder in which custodian mailbox, PST, NSF file for an email asset).

END-TO-END DATA RESTORATION & eDISCOVERY SERVICES



BEYOND RESTORATION: COMPREHENSIVE DATA MANAGEMENT SERVICES

Iron Mountain can assist you with all of your data management initiatives. For over 30 years, the company has been meeting the diverse requirements of hundreds of customers and has developed an impressive suite of proven data management services. These services can be delivered at your site or at Iron Mountain's secure facilities.

Data Conversion

Moving data from one media type to another can involve complicated format changes, compression algorithms and unexpected challenges. Whether you are moving data from aging formats, converting media types or undergoing a major technology transition, Iron Mountain can ensure every conversion is completed accurately and safely.

Cataloguing

Growing data volumes can make records management increasingly complex. Let Iron Mountain's Cataloguing Service help you increase efficiency and make legacy data more accessible by swiftly and accurately identifying and organizing improperly labeled or unlabeled media.

Data Migration

To protect vital records, ensure business continuity and conserve tape library space, you can trust Iron Mountain's proven processes and expertise to successfully migrate irreplaceable data from one media format to another for consolidation, archiving or tape library compaction purposes.

SUPERIOR eDISCOVERY SERVICES

Use of electronic information such as email and backup images as evidence in litigation continues to grow and attorneys are expected to be sophisticated in the use of electronic discovery techniques. When asked, defendant companies must provide "relevant" discovery information in a litigation process — regardless of the information's format.

Iron Mountain's eDiscovery Services enable you to analyze your organization's archived assets, including email, instant messages, scanned images and other e-records, using enhanced search and discovery capabilities. With eDiscovery Services, you have the ability to:

IRON MOUNTAIN'S eDISCOVERY SERVICES HELP YOU:

- Establish a defensible process for capturing, archiving and organizing data
- Quickly and effectively restore evidentiary data for apending request
- Easily locate electronic records for regulatory investigations
- Quickly conduct investigations to address internal audits
- Prevent fines, sanctions and loss of public trust for not being able to produce requested email or other records in a timely manner

- Perform more complex searches
- Perform searches with large result sets that are not easily downloaded
- Deliver results in a vast array of media formats
- Provide human expertise in creating/validating search criteria

This search capability includes a standard set of search functionality, such as date range, custodian name, full-text term search and subject only search, among others. You can also craft custom searches, group results in various ways, regulate file sizes for easier processing, convert data to specified format, and much more.

Be Prepared to Meet any Challenge

You'll never know when a demanding discovery request will appear or an emergency data restoration will be needed, but you'll always be confident you can rise to the challenge with Iron Mountain as your partner. With a unique combination of in-depth knowledge, first-hand experience and comprehensive end-to-end data management services, Iron Mountain stands ready to help you with even your most difficult data restoration and electronic discovery requirements.

DATA RESTORATION & eDISCOVERY SERVICES TECHNICAL SPECIFICATIONS

SUPPORTED MEDIA TYPES	Tapes (Quantum® DLT®, LTO, SDLT, DAT, 98/9940s, VXA, AIT, cassette, 9-track); Optical platters (9.15.2); Server/Network Storage Drives (Snap Server); RAID systems; CD-ROM; DVD-RAM; Bernoulli; WORM; SuperDisk; Flash; others
SUPPORTED BACKUP SOFTWARE	ARCserve, Backup Exec®, Central PointBackup, Commvault®, Dictaphone systems, Emerald, Fbackup, FileSafe, GE Medical Systems imaging, HP/Colorado Backup, Legato®, Lucent®, Maynard, ME native backup, Novell®, NovaBACKUP®, NTBackup, Re trospect®, SMIT, Stac Replica, Sytos, Tapeware®, Tivoli®, Veritas®, custom programming, others
SUPPORTED EMAIL ENVIRONMENTS	Microsoft® Exchange 5.5, Exchange 2000, Exchange 2003 (native and upgrade), ccMail, Lotus Notes®
SUPPORTED MESSAGING FORMATS	AOL®, Bloomberg®, ccMail, Domino, Earthlink®, Eudora®, FirstClass Server, GroupWise®, Incredimail, Instant Messaging, Lotus Notes®, MAC mail, Microsoft® Exchange, Netscape®, Microsoft® Outlook®Express, Pine, Qmail, RFC822 and LDAP-compliant formats, Sendmail, Total Access, Vaxmail
SUPPORTED END-USER APPLICATIONS	Microsoft® applications including Access, Excel®, PowerPoint® and Word, Corel®, Freelance, Lotus® 1-2-3, Project, WordPerfect®, Word Pro®, Visio®; plus text files, HTML, C and JAVA programming code, compressed file formats and image files (BMP, EPS, GIF, JPG, JPEG, PCX, TIFF)
SUPPORTED OPERATING SYSTEMS	DOS, Windows®, Netware®, AS400, VMS, UNIX®, VS/VM, Systems 36 SSP, OS/2, Mac OS, Sun, AIX, HP-UX, Linux®, Vines
MEDIA HANDLING	On-site pick-up, delivery to Iron Mountain; maintenance of physical chain of custody via MediaLink tracking, physical media log
MEDIA PROCESSING	Extraction of data; de-duplication (SHA-1 Hash); maintenance of data chain of custody, including tracking/reporting of data and exception handling
STANDARD SEARCHES	Date Range; Custodian Name; All mail (To/From/CC/BCC); Incoming mail (To/CC/BCC); Outgoing mail (FROM); Subject Only; Full-TextTerm Search, including and/or logic, near-term and wildcard searching; Directed Between Search (TO/FROM one custodian TO/FROM another custodian); Between Search (FROM one custodian TO another custodian); Combination Search (combination of any search types)
CUSTOM SEARCHES	Available upon request
ADDITIONAL CAPABILITIES	Grouping of results in various ways; regulation of file sizes; conversion of data to PST and/or NSF; various media types for delivery
STANDARD REQUEST PROCESSING	Available Monday through Friday 9:00 a.m.to 5:00 p.m.UK office hours; Standard Request Receipt available 24x7
EMERGENCY REQUEST PROCESSING	Available 24x7
RESPONSE TIMES	Vary by complexity of request and size of database

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Iron Mountain Digital is the world's leading provider of data backup/recovery and archiving software and services. The technology arm of Iron Mountain Incorporated offers a comprehensive suite of data protection and e-records management software and services to thousands of companies around the world, directly and through a world-wide network of channel partners. For more information, visit www.ironmountain.co.uk/digital