

## Technology Escrow — Licensees



Iron Mountain is the world's most trusted partner for outsourced records and information management services, and also sets the industry standard for intellectual property management services. With over 235,000 clients across 151 geographic markets, Iron Mountain draws on more than 50 years of experience to specialise in technology escrow and domain name records management.

### Protect Your Licensing Relationships

#### Reduces Risks When Licensing

As a software licensee, you rely on your vendor for technical support and maintenance. This dependence—especially if it involves software related to mission-critical business operations—exposes your company to significant risks.

If your vendor went out of business or stopped supporting your licensed software for other reasons, your company would likely suffer considerable losses in revenue and productivity.

Establishing an Iron Mountain escrow account gives you the ability to gain access to the source code and other proprietary information needed to maintain that technology.

**You have a safety net.** In a worst-case scenario, you could support the technology in-house or hire a consultant, protecting business continuity.

**You have control.** If you decide to replace that technology, you have the time to research options and negotiate favorable license terms with a new vendor.

**You have leverage.** When licensees have escrow agreements in place, technology vendors have added incentive to continue to service your maintenance and support contract.

#### Key Features Of Iron Mountain's Comprehensive Escrow Services Include:

- Dedicated client managers for your account
- Unlimited deposits
- Electronic vaulting
- Secure, real-time online account management with Escrow Management Centre
- Secure destruction of materials upon account closure
- Verification of deposit materials
- Automatic notification of deposits and deposit updates
- Escrow Expert™ consulting services

#### Save Time And Effort With Escrow Management Centre

Once you've established an escrow account, you want to spend minimal time managing it. Iron Mountain's Escrow Management Centre allows our customers web-based access to real-time transactions with up-to-date escrow account information.

It's available to you when you log onto Iron Mountain Connect™ – Iron Mountain's customer portal. Escrow Management Centre allows you to:

- **View account information:** Account Lists, Deposit Data, Beneficiary Enrollment, Work Requests, Contact Information, etc.; Find beneficiaries across multiple accounts.
- **Conduct escrow transactions:** Add, Edit, Delete Company Contacts or Beneficiaries, Request Terminations, Edit Company Names, etc.
- **Produce reports:** Account Summaries, Deposits, Beneficiary Data, Work Requests, Contacts and Accounts, etc.—you can sort, download, print and manipulate this data.
- **View imaged documents:** Agreements, Enrollments, Amendments, Descriptions of Deposits, etc.

#### Comprehensive Escrow Services Meet Your Unique Needs

Whether your needs today are for one specific application or an entire risk management strategy, Iron Mountain provides flexible, comprehensive escrow services that generate the type of agreement that gives you the optimal level of protection in each unique situation.

Iron Mountain's comprehensive technology escrow services include the key features required by all customers desiring escrow protection, but at the same time, are flexible enough to accommodate the additional requirements for custom services

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## A Comprehensive Service—Not A Complex Set Of Prepackaged Agreements

You need not simply sign a technology vendor's standard escrow agreement because you are strapped for time to research escrow. Iron Mountain's escrow professionals work with you to define the right level of protection for your specific requirements.

The result is the generation of an agreement that fits your needs today—but underlying that specific agreement is a comprehensive service that can accommodate your future needs as you add mission-critical applications and build your corporate risk management strategy

## The Leader In Technology Escrow Protection

Iron Mountain has provided unmatched intellectual property protection for high-technology vendors and their clients since 1982. With the industry's highest level of service, it's no wonder that more than 75% of the Fortune 500 and 93% of the Software 100 trust Iron Mountain to protect their intellectual property assets. We take your technology investments seriously and protect them with the integrity you would expect from a trusted and neutral third party.

## Assured Privacy And Security

You can rest easy knowing your data is completely secure and protected. All data is fully backed up to an alternate location in Iron Mountain's own ultra protective environment. Professional Iron Mountain employees run these underground facilities. Two layers of 128-bit encryption and use of Secure Socket Layer technology ensure message integrity and authentication, and a four-level user authority system ensures that each user sees only the data they are entitled to see.

### Iron Mountain's Intellectual Property Management services include:

- ▶ Technology Escrow
- ▶ Technical Verification of Deposits
- ▶ Domain Name Management: Registration, Management, Assessment and Enforcement
- ▶ Online Trademark Infringement Identification and Management
- ▶ Intellectual Property Risk Assessment and Best Practices Policy Definition
- ▶ Electronic Discovery for Litigation



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Iron Mountain is the leading global service provider of intellectual property management services specialising in technology escrow and domain name records management. As the founder of the industry, Iron Mountain has the integrity, reputation, resources, and experience to ensure intellectual property is properly managed and protected. Iron Mountain's Intellectual Property Management services set the industry standard by providing quality customer service and unmatched solutions to 75% of the Fortune 500. Since 1951, Iron Mountain has provided service to over 235,000 customer accounts worldwide. For more information, visit the Company's Web site at [www.ironmountain.com/ipm](http://www.ironmountain.com/ipm).