



FAQs

Electronic delivery using Image On Demand

What is electronic delivery using Image On Demand?

Iron Mountain's Image on Demand service enables electronic delivery of physical files and documents you have stored in an Iron Mountain Record Center, providing an alternative to actual physical delivery. This solution enables fast, secure digital access to your documents wherever and whenever you need them.

How does it work?

During the ordering process, simply specify Image on Demand (electronic delivery) of your files or documents. With image option delivery, Iron Mountain retrieves, prepares, and scans your documents into a secure image repository where you can access them online electronically as opposed to physical delivery. Your physical items are returned to storage after they have been imaged. You will receive a notification when your images are available.

Why would I use electronic delivery?

Iron Mountain provides two delivery options when retrieving files or documents. As an alternative to scheduled physical delivery, Image On Demand enables electronic delivery that allows you to:

- Receive access to your documents within 24 hours, subject to the size of your request.
- Increase chain of custody & availability of original physical documents (they never leave Iron Mountain).
- Reduce your cost of converting physical information to digital by utilizing a 'pay-as-you go' model.
- Utilize Iron Mountain's imaging technology and scanning experts.
- Realize the sustainability benefits of trucks or vans not being on the road performing physical delivery.

How do I place an order?

To place an Image on Demand order, customers use Iron Mountain Connect™ or Iron Mountain ReQuest™, our web-based customer hubs. Only authorized users of these systems can place an Image on Demand order or retrieve the requested images. Users can easily track and manage their Image on Demand order anywhere with the Iron Mountain® Mobile app. Orders can also be placed by contacting the Iron Mountain Customer Support Center.

What if I have questions when I'm ordering?

If you need help placing your order our Customer Care team will assist you. If you are using Iron Mountain Connect™ to place your order you can click on the Virtual Coach tool to guide you through the process.

What are the steps for converting to a digital file?

Once you have placed your order, the Iron Mountain team will retrieve and prepare your file(s). Preparation may include removal of staples and paperclips, alignment of pages and repair of damaged documents. Once your documents have been prepped, they're ready to be scanned. Documents in good condition are automatically fed into the scanner. Fragile or damaged documents are manually placed on a flatbed for scanning. Your files are returned to storage after they have been imaged.

How do I receive my files?

When you retrieve a file from Iron Mountain using Image on Demand, your file will be delivered to you electronically, you will access the images for the file in an online repository. You will receive a notification when your images are available.



What happens to my physical files once they've been scanned?

Your original documents are returned to a secure storage location in an Iron Mountain Record Center.

How secure is image on demand?

During the capture process, the capture software uses disk storage as cache, re-using and overwriting older information. The output images and index information will be held for 30 days. Our secure, content repository uses Transport Layer Security (TLS), a protocol for transmitting documents via the Internet using encryption technology. This ensures an extremely high level of data transmission security through industry standard encryption technology. As information is transferred between the server and the Web clients, all data is encrypted. Your electronic information will be encrypted at rest and during transmission across a secure network with access restricted to authenticated users within your company.

Your original, physical files remain in Iron Mountain's custody. The "Electronic Delivery using Image on Demand Security Data Sheet" describes the process in more detail.

Why should I convert my documents to digital format?

Converting physical documents to a digital format has many benefits including:

- Accelerating business processes by providing faster, more flexible access to documents
- Streamlining the sharing of documents among multiple users and across many locations
- Reducing space requirements and costs for physical document storage and management
- Ensuring quick restoration of essential records following a natural or man-made disaster

Why should we use iron mountain for imaging?

Iron Mountain is the global leader for storage and information management services. We are uniquely qualified to assist in integrating the management of your physical and electronic documents – and the conversion of one to the other. Our integrated approach allows us to deliver the most appropriate and cost-effective solution for your specific requirements.

Our seamless solutions eliminate chain-of-custody issues – such as misplaced records, missed or late handoffs, and finger pointing – that often result from working with multiple vendors.

How much will it cost?

Every solution is unique, and cost can vary depending on many factors. On average, the cost for Image on Demand is comparable to the price of physical file delivery – with a quicker turnaround time. Factors impacting cost include:

- The amount of work required to prepare the documents for scanning
- The type and size of scanner needed to image large format drawings, bound books and microfilm
- Whether documents can be auto fed or must be hand-fed (due to condition)
- The amount of work required to re-assemble physical documents once scanning is completed

How long are image on demand images available?

30 days

What is the file format of the image on demand images?

File format of images is .pdf

Are the images in black & white or color?

Images are black and white

Can I request open shelf files (as well as files in boxes)?

Yes, open shelf files can be requested for electronic delivery using Image on Demand

Can I request files that are not listed or registered in the system?

Yes, unlisted files (or unregistered files) can be requested for electronic delivery using Image on Demand

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