

Document Conversion Services

INTEGRATED, SECURE DOCUMENT IMAGING PROGRAM

Contents

- 2 Intelligent Conversion
- 2 Flexible Input-Output Options
- 2 Hardware
- 3 Software
- 3 Architecture
- 4 Business Continuity/Disaster Recovery
- 4 Footprint
- 4 Image Conversion Process
- 7 Summary
- 7 About Iron Mountain Document Management Solutions

Iron Mountain's Document Conversion Services helps businesses understand and realize a new digital imaging program that will streamline their ability to store, access and manage their documents. Document Conversion Services is a global service offering that provides the intelligent conversion of a variety of physical documents into digital format.

With over 90 Imaging Centers in North America, each located inside an Iron Mountain record center, Document Conversion Services provides businesses with a broad coverage footprint, consistency, industry leading hardware and software and an intensive quality control program to produce first-class output.

Iron Mountain's corporate stability, physical security, chain of custody tracking, transportation and post-scan document handling bring additional value to customers seeking a broad-service, wide capability provider.

Document Conversion Services

INTELLIGENT CONVERSION

In conjunction with our Records Management offerings, customers can choose the image conversion process that best matches their access requirements to the expenses involved with scanning. They can also selectively apply different processes to different document categories, such as back-file conversion versus day-forward.

- **A traditional “scan all” approach** is appropriate when immediate access is required, high retrieval rates are experienced or to protect vital record information from loss or destruction.
- **Image on Demand™** provides quick electronic access to documents on an as-needed basis, matching the expense to the retrieval demand.
- **Abstract scanning**, where only selected documents from the record collection are scanned, provides fast access to often-retrieved documents. Access to the complete collection is provided through the standard record storage services.

FLEXIBLE INPUT-OUTPUT OPTIONS

Iron Mountain’s capability covers a wide range of input media from microforms (roll microfilm, microfiche, microfiche jackets and aperture cards) through standard business paper to large format (maps, engineering drawings) documents. In addition to output feeds to Iron Mountain’s hosted electronic document storage solution, the Digital Record Center™ for Images, and standard image outputs (TIFF, PDF) with index outputs (comma separated variable (CSV) text), a wide variety of output formats and output packaging is available to feed customer imaging/enterprise content management (ECM) systems. Standard transfer mechanisms to move the results securely between Iron Mountain and the customer include Secure FTP and encrypted media (CD, DVD, USB). Custom solutions are also available.

HARDWARE

A baseline Imaging Center is outfitted with two state-of-the-art, production-level scanners that are equipped with automatic document feeders and flatbeds, and are capable of generating black and white (bitonal), grayscale or color images. The units feature one-pass duplex capture through the automatic document feeder (ADF) for pages in good condition and flatbed capture of up to 11” x 17” documents for oversized, undersized, fragile or bound pages. The scanners employ automated contrast, brightness and threshold adjustments to optimize image quality, as well as multi-feed detection to prevent page overlaps and missed images. The standard units also operate VirtualReScan (VRS), a hardware and software option that offers the options of automated color detection and capture, automated content-based image rotation, automated image de-skewing, automated image de-speckling, automated image cropping, automated blank page removal, automated background suppression and automated hole punch fill-in, all at scanner capture speed.

As demand and capacity requirements dictate, additional scanners are installed into our scanning centers. Expansion units are typically high-speed, autofeed-only production scanners with matching hardware and software features.

To address specific customer needs, select Iron Mountain Imaging Centers make use of special-purpose scanners to handle wide-format requirements (e.g. engineering drawings) and microform (roll microfilm, microfiche, microfiche jackets and aperture cards) scanning.

A standard-configuration PC connected to Iron Mountain’s wide-area network is used for each scan station.

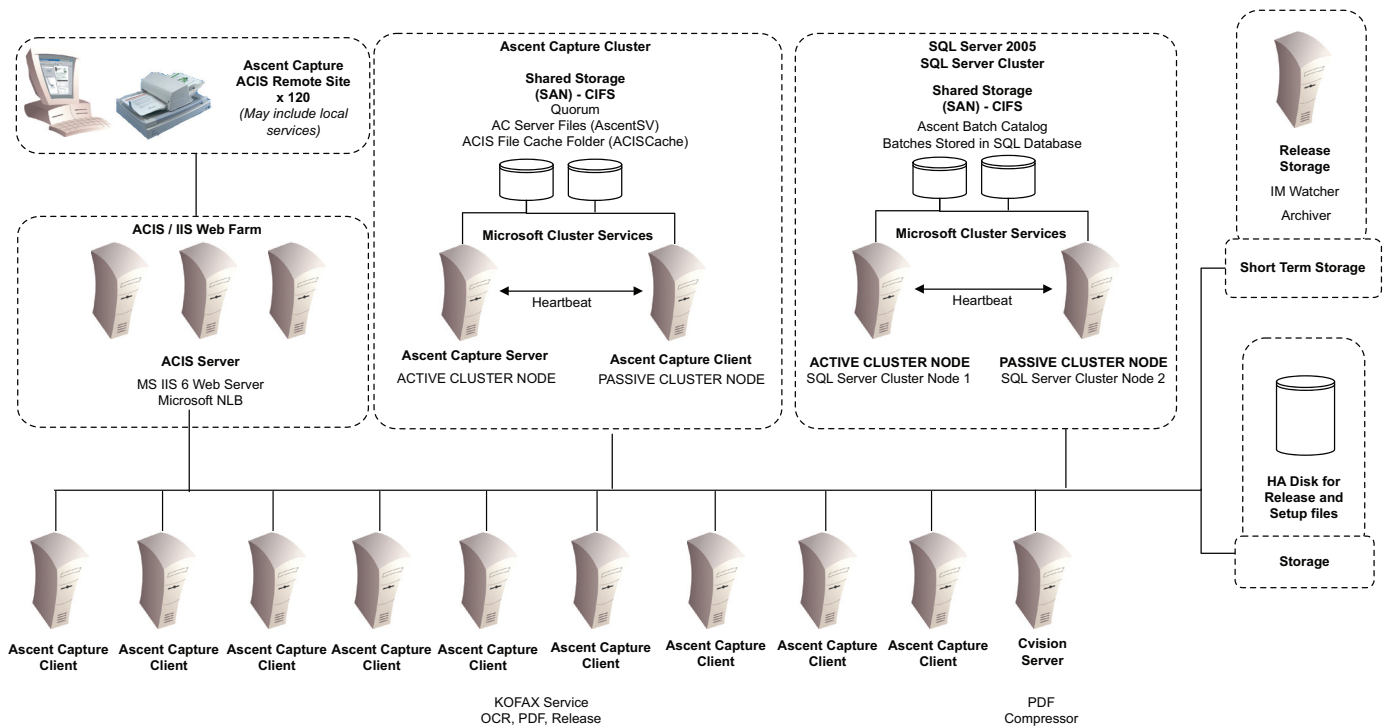
SOFTWARE

Iron Mountain's standard image capture software is Kofax® Capture, implemented in an Enterprise environment. This industry-leading package drives a wide variety of capture devices, provides batch process control and sequencing and can generate a wide variety of output to feed business and content management systems. Applications can be uniquely defined to fit the capture, process flow and output requirements, resulting in consistently high-quality document image and index packages. Automated capabilities of the software are utilized where possible to reduce human workloads and costs. These features include barcode recognition, Optical Character Recognition (OCR), hand writing/hand printing recognition (ICR), mark recognition (OMR), forms recognition and data match and merge.

The Iron Mountain Enterprise environment allows centralized management for all distributed scanning locations and supplies considerable post-capture processing resources for computer-intensive tasks, such as PDF generation and OCR. Individual scanning sites may create batches and upload images to the central environment in a matter of minutes. This process, in conjunction with Iron Mountain's Standard Operating Procedures, provides uniform quality across all imaging centers.

ARCHITECTURE

IRON MOUNTAIN KOFAX ASCENT CAPTURE ENTERPRISE



Document Conversion Services

BUSINESS CONTINUITY/DISASTER RECOVERY

Iron Mountain's contingency planning for Document Conversion Services includes multiple layers. A minimum of two business document scanners are installed in each Imaging Center, providing in-center redundancy and backup capability. In addition, Imaging Center scanners are under maintenance contracts, minimizing unscheduled maintenance downtime.

Each Imaging Center is a Disaster Recovery site for other sites and leverages the following:

- A centralized management approach that allows application software and supporting documentation to be distributed to any site in minutes.
- Standard Operating Procedures that ensure consistent operations regardless of physical location.
- Centralized processors that use redundant, fault-tolerant equipment.
- Centralized back-end processors are located in an Iron Mountain Data Center located 30 kilometers from Toronto.

Iron Mountain's existing Business Continuity/Disaster Recovery plans also include contingency plans for business functions that are not specific to the Imaging Centers.

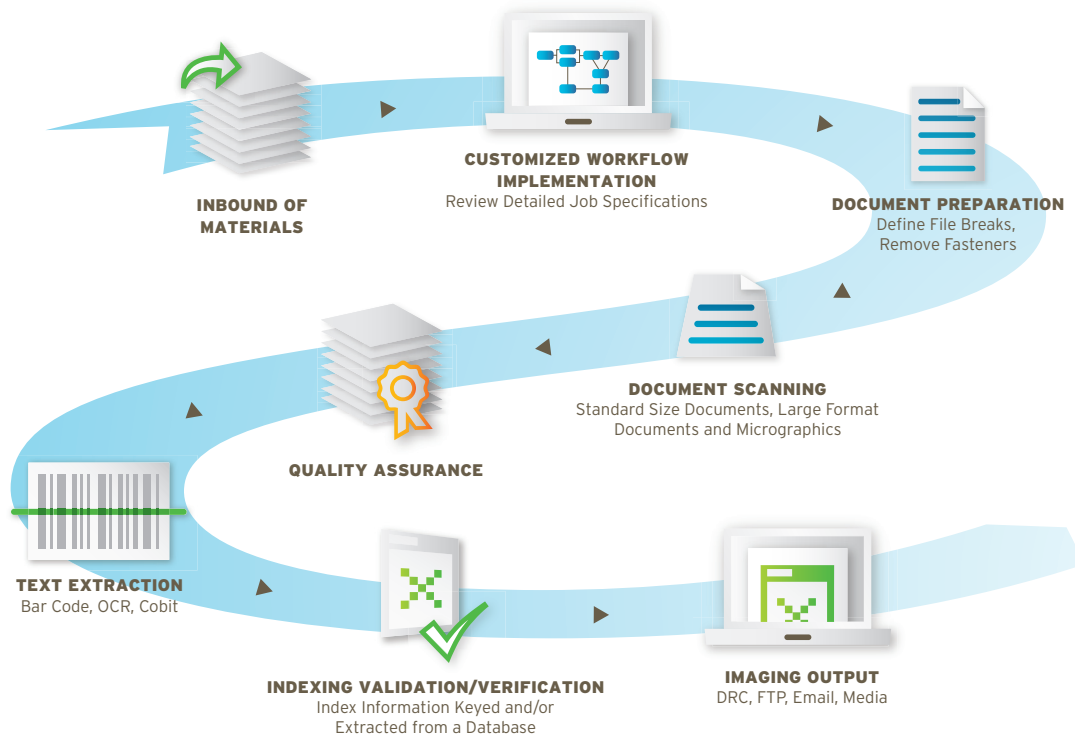
FOOTPRINT

Iron Mountain has been performing document conversion services for over 18 years and we convert over 50 million pages per month on a global basis. There are currently more than 90 imaging centers across Canada and the United States – a number that continues to grow as demand increases.

IMAGE CONVERSION PROCESS

Standard Operating Procedures

Iron Mountain has established Standard Operating Procedures (SOP's) for its Image Conversion process. The Imaging Center staff is trained on the procedures, and adherence to them is verified through the Internal Audit group as part of the regular site inspections.



These SOP's include the establishment of documentation for each distinct application, training acknowledgement for each operator involved in the application, tracking and logging of tasks and operators and Quality Assurance (QA) inspections with any resulting corrective actions.

Transportation

Transfer of the documents to be imaged from the customer is normally handled by Iron Mountain's secure transportation, beginning the chain of custody tracking at the pickup point. Further information on this is available separately.

Inbounding

Boxes of documents destined for the Imaging Center are received, logged into Safekeeper PLUS®, Iron Mountain's inventory management system, and directed to the appropriate location.

Document Preparation

Standard document preparation includes removing fasteners (staples, clips, binder posts, etc.), unfolding, straightening bent corners, minor repairs and taping small documents to carrier sheets. Job-specific preparation steps (e.g. the handling of sticky notes) will be performed as documented in the Statement of Work (SOW) and the Imaging Center Operations documentation.

Each box is prepared as required; the activity is logged and signed off by the operator. A Quality Control (QC) inspection of the preparation work is performed, logged and signed.

Scanning

As prepared boxes of documents are scanned, the operator monitors the feeding and the resultant images, correcting misfeeds, multiple feeds, image capture and image legibility issues as they are encountered. The software and hardware automated features are used where possible to ensure optimal image quality output without intensive and expensive manual intervention.

A Scan QC inspection step is performed, verifying the correctness of the document grouping and verifying the overall legibility of the images.

Indexing

Documents will be indexed as documented in the SOW and Operations documentation, using combinations of automated extraction and manual entry. If required, a double entry pass is performed to verify that the index data is correct and complete.

Quality Inspection

Iron Mountain's standard QC Inspection uses the American National Standards Institute/American Society for Quality (ANSI/ASQ) Standard Z1.4 (Sampling Procedures and Tables for Inspection by Attributes) for inspecting the specified number of random document images throughout the batch. Images must be present, complete and a faithful reproduction of the original; exceptions are corrected and the noted, corrective action is documented to prevent re-occurrence. If the number of exceptions discovered exceeds the Plan's rejection boundary, the batch is returned for 100 percent paper-to-image inspection and correction.

The alternative QC Inspection plan compares every page to the generated image(s), ensuring completeness of capture and faithful reproduction. This extra-cost option is suitable for Vital Records and business-critical records where assurance of 100% capture is required.

Output Packaging and Release

The resulting image set and associated index information is packaged by the capture software as required and released as designated. Standard output image formats include single and multi-page TIFF G4 image files and multi-page image-only PDF files. Optional formats include multi-page image plus text PDF files, PDF/A files, Bates-numbered single page G4 TIFFs and less popular formats. Standard index file formats include delimited ASCII text files and ODBC-compatible files. Custom outputs are available through Iron Mountain's Professional Services.

Document Conversion Services

Output packaging produces image and index information suitable for ingestion into the destination system and is dictated by the requirements of that system. Common formats include XML packaging and output for specific business systems (e.g. Iron Mountain's Digital Record Center™ for Images).

Output Transfer

Options for the secure transfer of the output package to the destination system include a Secure FTP transfer (hosted by Iron Mountain or by the customer), the use of media carrying encrypted data (e.g. DVD's, USB drives) and custom communication links.

Post-Imaging Document Handling

Following the image conversion process, the source documents may be stored securely with Iron Mountain, held for a short time pending destruction authorization, then securely shredded by Iron Mountain or returned to the customer. Information on Iron Mountain's storage and destruction options and specifics are available in separate documentation.

SUMMARY

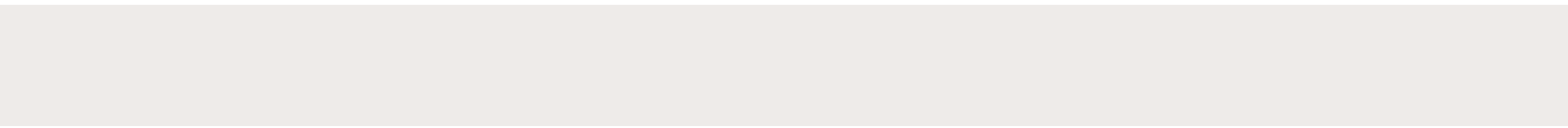
The conversion from paper to digital is critical in business today to remain efficient and competitive. With Document Conversion Services, you can implement a new digital imaging program or redesign your current one. Cost control is achieved by utilizing Iron Mountain's Intelligent Scanning – scanning only certain documents as needed.

As this paper describes, Iron Mountain provides an efficient, scalable and secure environment that is supported by the latest technology, extensive industry know-how and tight controls based on proven best practices. Iron Mountain has created a first-class imaging workflow, which ensures that whether a business needs backfile scanning, day forward scanning, abstract scanning, or Image on Demand, Iron Mountain will follow the same secure operating procedures. Iron Mountain's expert staff understands that each customer has its own unique imaging records management needs and we ensure that they always receive the best quality product.

ABOUT IRON MOUNTAIN DOCUMENT MANAGEMENT SOLUTIONS

Iron Mountain Document Management Solutions help organizations create a comprehensive, fully integrated document management program that provides complete visibility and access to all business records – where and when they are needed. Organizations can become more effective and efficient managing employee information, supplier agreements, contracts, customer relationships, and more. Our enhanced access and control can speed business processes and decision-making, improve customer service, and support compliance requirements.

For more information on Iron Mountain's Document Management Solutions visit www.ironmountain.ca.





ABOUT IRON MOUNTAIN. Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organizations lower the costs, risks and inefficiencies of managing their physical and digital data. Founded in 1951, Iron Mountain manages billions of information assets, including backup and archival data, electronic records, document imaging, business records, secure shredding, and more, for organizations around the world. Visit the company Web site at www.ironmountain.ca for more information.

© 2010 Iron Mountain Canada Corporation. All rights reserved. Iron Mountain, the design of the mountain and 1 800 FASTFILE, Digital Record Center, Image on Demand and Safekeeper PLUS are trademarks or registered trademarks of Iron Mountain Incorporated in the U.S. and other countries and are licensed for use by Iron Mountain Canada Corporation. All other trademarks or registered trademarks are the property of their respective owners.
