

**Schering-Plough Corporation****IMPROVED EFFICIENCIES
IN COMPETITIVE
ECONOMIC CLIMATE**

A Leading Pharmaceutical Company Reduces Costs and Finds a Growth Path for the Future with a Comprehensive Document Management Solution.

CHALLENGE:

The company wanted to reduce processing time, improve productivity, and provide a more self-service approach for national accounts.

SOLUTION:

Iron Mountain designed and implemented a solution that makes accounts payable documents immediately available to hundreds of authorized employees at locations throughout the country.

RESULTS:

Schering-Plough has reduced costs and improved operational efficiency. In addition, the company has been able to leverage the Iron Mountain solution to address several other document challenges, and plans to continue adding applications in the future.

“Now that we see the power of Iron Mountain’s Document Management Solution, we want to grow it as much as possible. By partnering with Iron Mountain, we can roll out new applications easily, knowing we have a partner who has the expertise and commitment to make it work.”

**CLIENT: CARL McVOY, SENIOR
MANAGER OF GLOBAL
ADMINISTRATIVE SERVICES**

**THE CUSTOMER**

Schering-Plough is an international pharmaceutical company with 51,000 employees and annual sales revenue of \$12.7 billion. The company processes its accounts payable shared service functions through its head office. The forms and files are then distributed to seven locations around the country, where more than 200 employees access the files as needed to support inquiries from the field. These inquiries can be as simple as when a bill will be paid, to answering requests from auditors involving years of documents.

THE CHALLENGE

Until recently, Schering-Plough used an old microfilm system to copy, store, and distribute accounts payable documents. Each day, a full-time employee would create a master film

reel, which would be sent to a local microfilm vendor to produce copies. These copies would then be shipped to seven regional locations.

“The system was very manual and archaic,” says Larry Brang, Finance Director US Shared Services for Schering-Plough. “We typically had a processing backlog of several days.”

In addition, Schering-Plough found that questions originating from the field were still being funneled to its head office in spite of the system that was designed to empower the field to provide answers.

“It was clear we needed to update to a computer-based, automated system,” says Carl McVoy, Senior Manager of Global Administrative Services. “However, we did not want

to burden our internal resources, since we were running lean. Plus, we wanted an expert in document management to help us, because the operations are so important to our business. So the question was, who could help us do it?"

THE SOLUTION

To find an outside specialist with whom to partner, Schering-Plough conducted a robust review process, looking at several vendors.

In the end, the decision to choose Iron Mountain was easy, says Carl McVoy. "Iron Mountain had the right processes in place, and we already had a relationship with them on the Records Management side. We knew they had expertise in this area."

Adds Larry Brang, "The level of security that Iron Mountain offered over other companies was very important given the type of sensitive records we're dealing with."

In just a few months, Iron Mountain had the new document management system up and running. The system is comprised of recurring scanning of 5,000 - 6,000 accounts payable documents daily, and Image on Demand™ services. Iron Mountain team members upload the scanned document images to the Digital Record Center™ for Images. From there, the documents are readily accessible by some 245 Schering-Plough users around the country. Schering-Plough's custom document management solution also provides day-forward scanning of microfilm and paper documents, digitizing them as needed.

THE RESULTS

Both Carl McVoy and Larry Brang say the Iron Mountain solution has exceeded their expectations. Accounts payable documents are scanned the same day, stored in the Digital Record Center for Images, and available to authorized Schering-Plough employees at any time, in any location.

"Of course we knew it would be an improvement over the old microfilm system we had," says Larry Brang. "I'm sure it's paid for itself many times over. When our people are doing research for an audit or legal request, especially when it involves years worth of data for a supplier, the ability to instantly search from a browser is a tremendous time-saver for our business."

"Iron Mountain has even helped us improve our processes," says Carl McVoy. "For example, we previously didn't have a real-time update to our data because our system was so slow. Now, with Iron Mountain's automated solution, we've improved our update process so it happens in real time."

In a competitive economic climate, companies like Schering-Plough are always looking to improve efficiencies and limit process cycle times. They know that process improvements can reduce costs, improve relationships with suppliers, and enable earlier payment benefits.

Just as importantly, Schering-Plough has been able to leverage the Iron Mountain solution to address other challenges as well. The company is using Iron Mountain's scanning and digital storage services to support asset forms, property and equipment process forms, approval authorizations, travel and entertainment expense reimbursement receipts and several other applications.

Carl McVoy says other departments are looking at the capabilities too. "Now that we see the power of Iron Mountain's document management solution, we want to grow it as much as possible. By partnering with Iron Mountain, we can roll out new applications easily, knowing we have a partner who has the expertise and commitment to make it work."



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.