

COMPUTERSHARE GOVERNANCE SERVICES

> IRON MOUNTAIN

CASE STUDY

In the final analysis, a key decision making factor for Iron Mountain was that GEMS afforded them the opportunity, not only to be more efficient in their approach to managing subsidiaries, but to increase organizational transparency to ensure compliance requirements are being met worldwide

> MANAGING THE RISKS BROUGHT ON BY INTERNATIONAL SUCCESS THROUGH ENHANCED GLOBAL COMPLIANCE PROGRAMS

THE CHALLENGE: TO SIMPLIFY GLOBAL SUBSIDIARY MANAGEMENT AND PROVIDE GREATER TRANSPARENCY FOR ORGANIZATIONAL STAKEHOLDERS

As a leader in information management which assists more than 140,000 organizations in 39 countries on five continents with storing, protecting and managing their information, Iron Mountain's management is intuitively intimate with the importance of enabling complex organizations with easy-to-manage solutions for maintaining and accessing their vital corporate records.

But when a firm such as Iron Mountain is focused on growth and serving customers, they have to come to terms with the fact that a by-product of growth is out-growth of existing information systems and processes. As a result of a global expansion strategy that saw them managing 25 domestic and 100 international subsidiaries, Iron Mountain sought a more effective tool that would be easy to use and improve compliance.

They required a reliable system for maintaining compliance of these numerous legal entities worldwide. Iron Mountain found GEMS to be the best choice for sharing this vital corporate information and maintaining compliance for these numerous legal entities worldwide.

Management clearly recognized that their current subsidiary management process needed to be re-tuned to maintain the visibility and transparency required for an organization with the size and complexity of Iron Mountain's.

THE SOLUTION: A GLOBAL ENTITY MANAGEMENT SOLUTION THAT ENSURES TRANSPARENCY AND EFFICIENT CONNECTIVITY BETWEEN CRITICAL BUSINESS FUNCTIONS AND ALL SUBSIDIARIES

A global roll-out of GEMS across North America, Latin America, Europe, Asia and Australia enabled Iron Mountain to quickly upgrade and improve their current subsidiary management process.



Left to right: **Ernest Cloutier**, SVP, General Counsel & Corporate Secretary; **Nancy Roney** - Corporate Paralegal

"GEMS is a solution that has not only delivered the transparency and improved efficiency we were looking for in our global subsidiary management process, more importantly, it has given us greater confidence in our ability to meet complex global compliance requirements that are ever more rigorous." - Ernest Cloutier, SVP, General Counsel, and Corporate Secretary

CASE STUDY

With one application, housing one set of records, accessible and managed uniquely according to GEMS's multi-tier select audience security protocols, GEMS was an optimal solution for Iron Mountain's ongoing entity record maintenance needs.

But equally important to Iron Mountain was the fact that migration of their existing electronic and physical records into the one unified system was a seamless process with GEMS and ensured a more solid information foundation within their enhanced corporate governance process.

THE RESULT: A COMPLIANCE RECORD KEEPING SYSTEM THAT CONNECTS THEIR ORGANIZATION IN WAYS THEY HADN'T ANTICIPATED

Once implemented, Iron Mountain was immediately able to achieve their objective of improved compliance. With GEMS, everyone across their global operation was now inputting and working from the same information, and accessing frequently required entity data, such as minutes and incorporation documents, was a much more efficient process. Their ongoing requirement to create customized reports quickly was dramatically improved through GEMS report and wizard features.

Regular maintenance of their entities was less complicated thanks to the workflows created by the Compliance Calendar function. Iron Mountain also began utilizing the GEMS Verification Module which allowed them to have increased accountability and confidence in the accuracy of their vital legal information.

One unanticipated benefit was a new ability to work ahead with regional business units such as finance and filing managers. Iron Mountain is now able to be more proactive about sending information requests to these global business units in advance of when it is required.

Another unexpected outcome was the internal demand for access to GEMS. When they rolled out GEMS they started with a few users in their US headquarters; but as the benefits of this unified system emerged, they have grown that number to dozens globally.

Having several people able to contribute and manage this critical entity data has greatly reduced the information gap risks that are unavoidable when information systems rely on a Decentralized group of individuals' knowledge for storage and maintenance. For a global organization such as theirs, the whole system actually works more effectively if this process is not a centralized function.

ABOUT COMPUTERSHARE

Computershare (ASX:CPU) is a global market leader in transfer agency and share registration, employee equity plans, proxy solicitation and stakeholder communications. We also specialize in corporate trust services, tax voucher solutions, bankruptcy administration and a range of other diversified financial and governance services.

Founded in 1978, Computershare is renowned for its expertise in data management, high volume transaction processing, payments and stakeholder engagement. Many of the world's leading organizations use these core competencies to help maximize the value of relationships with their investors, employees, creditors, members and customers.

Computershare is represented in all major financial markets and has over 10,000 employees worldwide.

For more information, visit www.computershare.com

ABOUT COMPUTERSHARE GOVERNANCE SERVICES

Computershare Governance Services (CGS) is the leading global supplier of web based entity management, board portal and subsidiary governance solutions. Over 250,000 legal entities across more than 160 jurisdictions are administered, governed and kept compliant using our software. Leading companies from all market segments look to our team of governance specialists for proactive ways to stay compliant and minimize risk in an ever increasing regulatory environment. Our headquarters in Monaghan, Ireland are supported by 11 offices across the globe.

CGS is part of Computershare (ASX:CPU), a global market leader in transfer agency and share registration, employee equity plans, proxy solicitation and stakeholder communications. We also specialise in corporate trust services, tax voucher solutions, bankruptcy administration and a range of other diversified financial and governance services.

Founded in 1978, Computershare is renowned for its expertise in data management, high volume transaction processing, payments and stakeholder engagement. Many of the world's leading organisations use these core competencies to help maximise the value of relationships with their investors, employees, creditors, members and customers.

Computershare is represented in all major financial markets and has over 10,000 employees worldwide.

For more information, visit www.cgs.computershare.com

The logo for GEMS, featuring the letters 'GEMS' in a bold, yellow, sans-serif font. The letters are slightly stylized, with the 'G' and 'M' having a unique shape.