



WELCOME

1/2/2019

Dear Valued Customer:

It's official! Iron Mountain has acquired the Records Management, Shred, Data Management (Vault), Imaging and ROI assets and services of Automated Records Management Systems, Inc. (ARMS), and my team and I are happy to welcome you to the Iron Mountain family.

Let Me Introduce You

Since 1951, Iron Mountain has been providing storage and digital transformation services to customers like you around the world. Our company's reputation and services are built on trust – and this trust remains the cornerstone of who we are and what we do. Our commitment to protecting your assets begins the instant you hand them over to us and doesn't end until we either return them to you or securely destroy them. And not only are we devoted to helping our customers manage their information, but we are also dedicated to contributing to the local communities in which we work and live.

New Benefits to You

Here are some of the benefits you will see as an Iron Mountain customer.

- Online Management Tools

- **Iron Mountain Connect™**, one of our online hubs, is an easy way for you to manage your records and shred programs. You can place orders, track your boxes, and run activity reports. You can also access your inventory data and your **Certificate of Destruction**. These are just a few of the many Iron Mountain Connect features available to you.
- **SecureSync®**, another online hub, lets you easily manage, search, locate and retrieve your data online. You can track your media at Iron Mountain facilities, schedule pickups, view reports, and store and access your disaster recovery plan – anytime from anywhere – using this tool.

- Customer Service, Anytime

Customer satisfaction is our top priority, and we are dedicated to providing you with a great customer experience. Connect with us anytime via email or telephone or through our online tools. We are here for you 24/7/365.

- Enhanced Capabilities

- **More Than Shredding:** You now have access to the **Iron Mountain Secure e-Waste and IT Asset Disposition (SITAD)** service that helps you destroy and recycle or repurpose numerous IT equipment types with reliable, environmentally compliant and secure services.
- **Protected Records, Media and Cloud Storage:** Our records centers and vaults are equipped with intrusion detection and alarm systems, physical access controls, fire detection and suppression and 24/7 central monitoring. You also have the option of adding **Iron Cloud™**, which provides secure, scalable storage to protect and preserve your data.

For You: Business as Usual

For now nothing changes, so please continue to work with your **ARMS points of contact at 1-877-764-2767** for both customer service and to place orders. We'll keep you posted with updates about the transition to Iron Mountain, as well as with any changes we make along the way.

We look forward to supporting your organization and to being your trusted partner for many years to come. In the meantime, please feel free to reach out with any questions or thoughts concerning your transition to Iron Mountain.

Sincerely,
ARMS Local Leadership
877-764-2767
info@arms4rim.com

Greg Dickerson
Territory Business Director
Iron Mountain
Greg.Dickerson@ironmountain.com

Stuart Sheppard
Director, Integration- Secure Shredding
Iron Mountain
Stuart.Sheppard@ironmountain.com