

Iron Mountain

Iron Mountain is an enterprise information management services company that provides records management, information destruction, data backup and recovery to more than 200,000 customers worldwide. Iron Mountain recently expanded into the healthcare industry handling the secure transfer of medical documents, also known as “Release of Information,” or ROI for short.

An ROI department or division can be found in virtually every hospital and private practice. In the United States, HIPAA and State guidelines strongly direct the rules and regulations of how patient information may be transferred and published.



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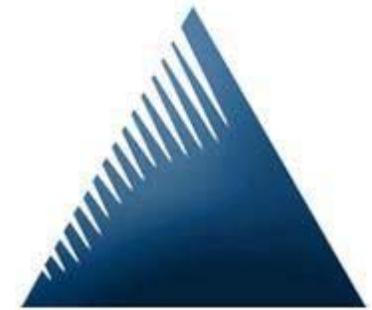
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Employee Operations Refinement for Iron Mountain



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School of Systems and Enterprises
Engineering Management Undergrad Team

The Problem

Iron Mountain, set a goal for each of its Release of Information (ROI) markets to achieve a 40% service margin. The New Jersey branch of the ROI market was not meeting this performance goal. The Stevens Iron Mountain team was tasked with providing solutions to improve the market's overall profitability by examining field representative operations.

40%

The team proposed a solution to create an interactive tool that gives users an analytical approach to organizing and scheduling client visits for the field representatives.

This solution maximizes the amount of work representatives can complete per visit, reduces

labor costs and increase the service margins. The system will also help supervisors estimate the expected revenue generated from each client visit on a monthly basis.

The Dashboard

At its core, the dashboard is a digital metric management tool that displays data pulled from

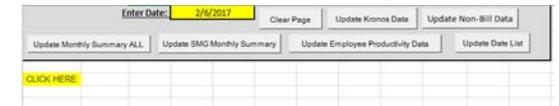


internal Iron Mountain systems in an effort to streamline common management decision processes. Each visualization featured on the dashboard is powered by dynamic sorting back end tables. Users are able to filter data alphabetically, or by high and low

The screenshot shows a data table with columns: EMPLOYEES, PROFESSIONAL TIME, PRODUCTS, and PAGES. The table contains multiple rows of data with numerical values in each cell.

values.

The product is macro enabled, such that at the end of every week users will be able to import and auto format data without an extensive



understanding of how the dashboard is structured

Quick Applications

- Identify trends with respect to employee performance data and client volume.
- Provide accurate and up to date data to support business decisions.
- Predict future workforce allocations based on