



Iron Mountain is a global enterprise information management services company and is the industry leader in enterprise information management in the United States. Customers rely on Iron Mountain to store their data for security reasons, space restrictions, and data retention mandates.

The team is working with Iron Mountain Greater NY Metro territory to optimize their current rush delivery service. The company offers a rush delivery service where customers can request their stored data to be delivered within a specific amount of time. The amount of time depends on a customer's Service Level Agreement (SLA) which promises their order will be delivered within 1 to 5 hours; with 4 hours being the most common for the territory. The team came up with a solution to streamline their process and increase efficiency.