

# IMGS Capabilities:

Iron Mountain Government Solutions (IMGS) is a trusted partner for government agencies and public sector organizations, providing secure and compliant information and asset management solutions. Our capabilities span the entire information lifecycle, providing advanced modernization and operational resilience solutions. From digitization and storage to secure destruction and data management, IMGS has more than 70 years experience helping agencies bridge the gap between paper, digital, and physical to:

- Apply end-to-end highly secure, policy-driven information management
- Enhance citizen services
- Meet electronic record compliance with improved discovery and access
- Maximize agency efficiency and operational efficiency



## Contact

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## Core capabilities



### Digitalization services

IMGS offers document digitalization services to agencies to convert records in all types of media into digital format. Our digitization technology ensures high-quality images for a wide variety of sizes and formats. Our Intelligent Document Processing (IDP) component uses proven AI/ML technology to automate the classification and data capture on hundreds of data fields at over 96% accuracy with conversion speeds 8x faster and 30% cost savings from the traditional OCR methods. Data trapped on analog records is transformed into valuable digital data to automate citizen services.



### Secure records management

IMGS provides secure records management solutions that comply with all relevant government regulations and standards, including the National Archives and Records Administration (NARA), the Federal Records Act, the Privacy Act, and the Freedom of Information Act. Our secure chain of custody and storage facilities are equipped with advanced security measures, such as 24/7 monitoring, access control systems, and fire suppression systems. We receive over 11 million file retrieval requests a year in the U.S., and we also provide secure transportation services to move records from one location to another.



### Digital Mailroom

IMGS' innovative InSight Digital Mailroom solution features full lifecycle mailroom management with high-speed mail sorting with prioritization along with one-touch digitization, data capture and extraction, remittance detection and deposit, and image QC all in one rapid process. You can search and access digitized mail 24/7 based on role base permissions in a content services platform that meets NIST Cybersecurity Framework requirements.



### Content service platform

IMGS helps unlock structured and unstructured data and the hidden value of information—wherever it resides—through modern, AI-infused content-driven applications, and federated search capabilities. This includes automating business processes through workflows that seamlessly integrate content and extract value from data to improve citizen services.



### Data center solutions

IMGS enables customers to build tailored, sustainable, carrier, and cloud-neutral data solutions. Our certifications include NIST 800-53, FISMA HIGH and FedRAMP Physical and Environmental (P&E) controls and Defense Cybersecurity Maturity Model Certification (CMMC). Other unique offerings include SCIF data center suites, EMP-protected modules, and support for multiple network requirements including NIPR, SIPR, JWICS, and N-Wave.



### Cloud storage and migration

IMGS provides data management services that help government agencies organize and manage electronic records. Our services include disaster recovery, data backup, archiving, and migration. We also provide secure cloud storage solutions that comply with government standards for data security.



### Secure data and asset destruction

IMGS provides secure destruction services for electronic media including laptops, PCs, servers, printers, and mobile devices. For data center decommissioning, our proprietary data sanitization platform, Teraware, automates discovery and erasure while generating audit-compliant details. We remove the risk of data breaches by fully eradicating PII, sensitive government records, and any other kilobyte of information stored on servers. Our solution utilizes zero-waste practices to ensure nothing is landfilled. Iron Mountain is recognized as a Representative Provider in the Gartner Market Guide for IT Asset Disposition. Our services comply with all relevant government regulations, such as the Health Insurance Portability and Accountability Act (HIPAA) and the Gramm-Leach-Bliley Act (GLBA).



### Professional services

IMGS provides consulting services and augmented staffing support to help government agencies develop and implement information management policies and procedures. We have cleared personnel to assist agencies on or off-site to meet compliance and information governance requirements. We also provide training and support services to ensure the successful implementation of our solutions.

# The Iron Mountain Difference

IMGS helps agencies manage all aspects of data - whether paper, electronic, or digital. The company has helped 46 state governments, multiple federal agencies, and numerous local governments and municipalities break down data siloes and power digital transformation. Our capabilities coupled with experienced staff and a proven track record make IMGS the ideal partner for any agency or organization seeking to implement information management best practices.

**We know government.** By working with government agencies at all levels, from local municipalities to federal organizations, we understand the unique challenges and regulations that government agencies face.

**We enable your data foundation.** Our experts and tech tools help you automate workflows and sift through data to uncover actionable insights at speed.

**We know security.** Our nationwide, secure facilities offer a broad and trusted footprint to meet stringent government security requirements, including 24/7 monitoring, access control, and video surveillance.

**We are committed to compliance.** We stay current on all applicable laws and regulations, including HIPAA, NIST, FISMA, and NARA.

**We lead in ESG.** Our processes ensure that recycled equipment is managed to reduce greenhouse gas emissions, cut pollution, and save energy and resources - helping to minimize your organization's carbon footprint. Eighty percent of our global electricity and 100 percent of purchased electricity for data centers are from renewable sources. We partner with an e-Stewards® certified electronic recycler, which means that your e-waste isn't exported, landfilled, or incinerated.

**We prioritize customer service.** We offer 24/7 customer support to ensure agencies can access records or get assistance on demand.

## Our Experience

### Major Federal Financial Agency

A federal agency held billions of matured, unredeemed microfilm-imaged bonds in various formats and conditions, creating a difficult environment for automation of digitization and data processing. Iron Mountain leveraged machine learning to process these bonds quickly, accurately, and efficiently.

2.1 B

Bonds processed

95%

Extraction accuracy

### U.S. Army War College

The U.S. Army Heritage and Education Center sought a digitization solution for 300 years of manuscripts, photographs, audio-visual items, and records. Iron Mountain partnered with small business QualX and TDEC to provide digitization and preservation services, granting researchers around the world access to this unique historical archive.

33M

Images produced

24K

Linear feet of records digitized with searchable metadata

## Our Footprint

1,450 facilities

including 90M ft<sup>2</sup> of secure storage

11 U.S. data centers

with 350 MW capacity 100% powered by renewable energy

Trusted by 95%

of Fortune 1000 organizations

### Commonwealth of PA

The Department of Labor & Industry went from receiving 1,000 unemployment claims to 27,000 daily during the COVID-19 pandemic. Iron Mountain was able to securely digitize claims with full indexing and metadata, allowing employees to process claims remotely.

\$29B

In claims paid

1.7M

Images per month