



Iron Mountain LATAM Gives Customers Data Visibility with TIBCO Connected Intelligence

A service that sells itself; customer visibility, control, and cost savings

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—Carlos Leguizamón,
Head of Development

CHALLENGE

AN INTEGRATED SYSTEM TO ADDRESS CUSTOMER NEEDS

Because of rapid data growth in Latin America, customers wanted to know where their data is 24/7. Iron Mountain wanted to meet these demands, but it was dealing with imperfect systems.

"Our systems had limited capabilities, and our processes weren't integrated," said Carlos Leguizamón, head of development. "We couldn't scale as we needed to, which made development and delivery times long, and that impacted our ability to help customers meet regulatory requirements."

The company wanted to integrate Business Process Management (BPM) technology to securely automate business processes, including those that required active participation by customers. Staff was also looking for an analytics tool that would help meet customer needs for real-time data management and create pixel-perfect reports to show customers how physical documents were being stored in compliance with regulatory requirements, country by country.

SOLUTION

A TIGHTLY INTEGRATED, HIGHLY CUSTOMIZED, COST-EFFECTIVE SOLUTION

The search for a solution provider to help deliver BPM services began in 2013. Iron Mountain turned to the TIBCO Connected Intelligence platform because of its flexibility and features enabling service reuse, scalability, and agile development and administration to support its tremendous growth.



ABOUT

Iron Mountain Incorporated is the global leader for storage and information management solutions. It helps its diversified customer base reduce costs and mitigate risks associated with protection and storage of information assets.

RESULTS

- 80% reduced government fines
- 67% reduced customer enrollment time
- Increased automation and visibility into customer data

“We chose TIBCO Connected Intelligence technologies,” said Leguizamón. “The core is based on TIBCO ActiveMatrix BPM software, TIBCO Spotfire visual analytics, and TIBCO Jaspersoft embedded analytics. For integration, we have TIBCO BusinessWorks and TIBCO Messaging software, and for business rules management, TIBCO BusinessEvents event processing.”

Using cloud-enabled integration, analytics, and business process management technologies, Iron Mountain LATAM pioneered the first BPM-as-a-Service cloud, offering customers far more than expected from a conventional document handling company. IM can now orchestrate business processes and integrate information provided from numerous sources.

BENEFITS

CUSTOMIZABLE SYSTEMS

The TIBCO solution sold itself in no time. Iron Mountain staff could listen to and capture customers’ needs and quickly customize the systems to surpass expectations. Thanks to the streamlined infrastructure, tight integration with the customer, and the high level of customization that the TIBCO platform provides, the staff can cost-effectively support customers’ digital processes.

“The best way to convince customers and prospects that Iron Mountain is the right partner is by showing them the tailored offering in action,” said Leguizamón. “We really make our processes and systems a seamless extension of the customers’.”

DYNAMIC PROCESSES AND FASTER TIME TO MARKET

TIBCO’s solution allowed Iron Mountain to implement dynamic processes and faster time to market. As a result, new customers are enrolled faster than ever, cutting the time from 45 minutes to just 15.

The company gained the ability to use dynamic processes that can change a process or create a new version of it without much risk of losing information. Staff can create a new version of the process that fits perfectly within a previous version and easily migrate the information.

“With TIBCO products, our resources are leveraged and orchestrated in a streamlined way, keeping costs down and service quality high. We save time by reusing service components across projects and get to market faster,” said Leguizamón.

VISIBILITY AND CONTROL OF OPERATIONS

TIBCO Spotfire software gave Iron Mountain visibility and control of its operations leading to actionable insight and customer cost savings. It can now take its information services value to the next level, helping customers know where their data is.

“TIBCO visual analytics gives customers the visibility to understand where their data is 24/7,” said Leguizamón. “They can identify data that’s not protected and take action to remedy the situation. They have the confidence of being in control at any time.”

FUTURE

Iron Mountain is hoping to continue to expand its services to all of Latin America and is planning to move to the cloud to continue improving its time to market.

“Winning the Trailblazer Award tells us that we are making a big impact and really helping our customers meet their needs,” said Leguizamón.



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