

## Iron Mountain Connect™ Escrow Management Centre



### Self service web tool for Iron Mountain escrow services customers

Iron Mountain is the world's most trusted partner for outsourced records and information management services, and also sets the industry standard for intellectual property management services. With over 235,000 clients across 151 geographic markets, Iron Mountain draws on more than 50 years of experience to specialise in technology escrow and domain name records management.

#### A Single Point Of Access

Escrow Management Centre is an online tool designed specifically to help you manage all your escrow needs. It's available to you when you log on to Iron Mountain Connect™ — Iron Mountain's customer portal, providing a single point of access for managing all the services in your Iron Mountain portfolio. No additional software is necessary — just use the Internet browser with which you are already familiar.

#### Save Time And Effort

You want to spend minimal time managing your escrow account. Escrow Management Centre allows you to submit work requests and then check the status of these work requests, online 24 hours a day 7 days a week. You will also have access to real-time reports of escrow account activities. With the same familiar look and feel as online banking or shopping, Escrow Management Centre gives you access to your account anytime, anywhere — no paperwork, no phone calls and no back-and-forth to make changes and review information.

#### Increase Responsiveness For A Competitive Edge

When you need to respond to a customer or prospect immediately, Escrow Management Centre gives you access to up-to-the-minute information on your deposit accounts—and processes your requests in real-time as well. You'll see changes and additions to your accounts as you make them. Escrow Management Centre allows you to add beneficiaries quickly, verify current relationships, and find out if deposits have been made. Having this information at your fingertips increases your response time to both current and new customers, giving you an edge over competitors struggling with paper, phone calls and emails to pull together a response.

#### Greater Auditing Control

Concerned about compliance? You'll have the instant ability to verify all of your account information and provide the necessary back up for compliance, whether internal or external.

#### Assured Privacy And Security

You can rest easy knowing your data is completely secure and protected. All data is fully backed up to an alternate location in Iron Mountain's own ultra-protective environment. Professional Iron Mountain employees run these underground facilities. Password protection for access to your account information is accomplished in several ways: unauthorised users unable to give the correct password after three attempts are "locked out"; two layers of 128-bit encryption and use of Secure Socket Layer technology ensure message integrity and authentication; a four-level user authority system ensures that each user sees only the data they are entitled to see.

#### What You Can Do Through Escrow Management Centre

Upon becoming an Iron Mountain customer, you'll receive a username and password to access the portal. You will be able to:

- **View account information:** Account Lists, Deposit Data, Beneficiary Enrollments, Work Requests, Contact Information, etc.; Find beneficiaries across multiple accounts.
- **Conduct escrow transactions:** Add, Edit, Delete Company Contacts or Beneficiaries, Request Terminations, Edit Company Names, etc.

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- **Produce reports:** Account Summaries, Deposits, Beneficiary Data, Work Requests, Contacts and Accounts, etc.—you can sort, download, print and manipulate this data.
- **View imaged documents:** Agreements, Enrollments, Amendments, Descriptions of Deposits, etc.

As a designated contact for your company, you decide who has access to Escrow Management Centre as well as assign access levels.

## Free Support For All Levels—Beginner To Expert User

Escrow Management Centre is easy-to-learn and easy-to-use so that minimal training is required. In addition, you have a number of training and help options at your fingertips.

- **Help function:** Comprehensive, indexed help available from anywhere within Escrow Management Centre.
- **Training:** Online tutorial and workbooks.
- **Support Centre:** A free phone call puts you in touch with a trained professional 24 hours a day, 7 days a week.
- **Online resources:** Click to access escrow management best practices, tips on escrow and industry resources.

## Dedicated Account Representatives

Escrow Management Centre is designed to equip you with the tools for management of all your escrow needs. Even so, your dedicated Iron Mountain account representative is available for you whenever you require help. All of our account representatives have been completely trained on the use of the Escrow Management Centre and can assist you as you become familiar with it — and of course, respond to your needs personally when you require them.

### Iron Mountain's Intellectual Property Management services include:

- ▶ Technology Escrow
- ▶ Technical Verification of Deposits
- ▶ Domain Name Management: Registration, Management, Assessment and Enforcement
- ▶ Online Trademark Infringement Identification and Management
- ▶ Intellectual Property Risk Assessment and Best Practices Policy Definition
- ▶ Electronic Discovery for Litigation



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Iron Mountain is the leading global service provider of intellectual property management services specialising in technology escrow and domain name records management. As the founder of the industry, Iron Mountain has the integrity, reputation, resources, and experience to ensure intellectual property is properly managed and protected. Iron Mountain's Intellectual Property Management services set the industry standard by providing quality customer service and unmatched solutions to 75% of the Fortune 500. Since 1951, Iron Mountain has provided service to over 235,000 customer accounts worldwide. For more information, visit the Company's Web site at [www.ironmountain.com/ipm](http://www.ironmountain.com/ipm).