

## INDUSTRY:

Technology Services

## SOLUTION:

Iron Mountain Data Center custom configured data center suite and onsite office space

## VALUE:

- Managed Technology Services needed a custom configured data center suite and onsite office space deployed in under 3 months
- Managed Technology Services had not previously worked with an outsourced data center provider, but required one to support the exacting needs of its customers
- The team at Iron Mountain has designed, built and operated data centers for large enterprise customers, like Managed Technology Services, for more than 10 years
- Managed Technology Services started moving in clients within weeks of operation - allowing them to quickly meet the needs of their customers



## CASE STUDY:

Managed Technology Services, LLC

# POSITIVE CHANGE IN NO TIME

Growth is the goal of every business. But meeting growing demand presents its own set of challenges. Such was the case for Managed Technology Services - an indispensable resource for professionals in legal, government, risk management and high-tech markets. Managed Technology Services provides everything written about law, and most everything written about news, in one database. Customers in more than 100 countries rely on Managed Technology Services to locate essential information in a haystack of laws, cases and news stories. So, it was only a matter of time before customer interest exceeded Managed Technology Services capacity.

**"We wanted to make sure we found the right partner to support our customers."**

- Alcue Williams  
Director of Managed Technology Services

As demand accelerated on the West Coast, Managed Technology Services needed to deploy data center space to address growing customer needs - and fast. Managed Technology Services wanted to offer its customers a set of data center solutions that afforded greater convenience and accessibility. Since the company does not have a data center presence on the West Coast and had not previously worked with an outsourced data center provider, they went looking for a partner that could offer the knowledge and expertise needed to support the exacting needs of their professional customer base.

## Making Change Work – and Fast

The team at Iron Mountain has designed, built and operated data centers for large enterprise customers, like Managed Technology Services, for more than 10 years. “This was our third project outside our company-owned data center, so we wanted to make sure we found the right partner to support our customers,” says Alcué Williams, Director of Managed Technology Solutions Operations. “We looked for a team that was knowledgeable and professional and we found them.”

**“They built our data center suite and configured the office space to our exact needs...they truly went above and beyond.”**

Managed Technology Services needed a custom configured data center suite and onsite office space. Iron Mountain had the financial resources and service mindset to deliver. With extensive compliance framework already in place, the Iron Mountain operations team was able to build a 3,800 square foot

suite with capacity for up to 600 kW of conditioned, system-diverse data center power and 1,050 square feet of onsite office space - in less than 3 months. “They built our data center suite and configured the office space to our exact needs,” says Williams. “The team was willing to provide whatever we needed - they truly went above and beyond. Our customers have told us that the Managed Technology Services customized data center suite and office facilities are first class.”

Managed Technology Services took delivery of the space in March 2009. The company started moving in clients within several weeks of operation - allowing Managed Technology Services to quickly meet the needs of their customers. Demand continues to be strong for Managed Technology Services’ outsourced data center space and power. “It was nice to have the support of the team throughout the process,” says Williams. “They made it a great experience from beginning to end and exceeded our expectations.”

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### ABOUT IRON MOUNTAIN

Iron Mountain Incorporated (NYSE: IRM), founded in 1951, is the global leader for storage and information management services. Trusted by more than 220,000 organizations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 countries, Iron Mountain stores and protects billions of valued assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include [information management](#), [digital transformation](#), [secure storage](#), [secure destruction](#), as well as [data centers](#), [cloud services](#) and [art storage and logistics](#), Iron Mountain helps customers lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit [www.ironmountain.com](http://www.ironmountain.com) for more information.

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