

LiveVault®



**Data Mountain LLC**

# SATISFYING THE CHANGING NEEDS OF CLIENTS

Data Mountain's array of products and services help clients to manage compliance and risk while lowering costs.

**THE CHALLENGE:**

Providing exemplary IT data security solutions to growing clients with changing needs.

**THE SOLUTION:**

Iron Mountain Digital's products and services solve backup and archiving issues simply and effectively.

**THE BENEFITS:**

Data Mountain's clients enjoy worry-free and cost effective security.

“Our goal is to create value for our clients: LiveVault helps us do that.”

**DATA MOUNTAIN:**  
**BOB CHAPUT**  
PRESIDENT AND FOUNDER



Data Mountain's role with its clients is changing, and its partnership with Iron Mountain is changing to support that.

Founding the company in 2004, Bob Chaput describes the IT security services provider as having offered typical IT benefits. He noticed a pattern of clients with servers, often in remote locations, trying to deal with backup processes that didn't work well. While his company could always fix the client's problems, he was concerned about clients wasting their time and money on ineffective backup processes. After performing research on the many backup options available, Chaput decided on the LiveVault® service's automatic online server backup.

“Our goal is to create value for our clients,” says Chaput. “LiveVault helps

us do that.” The LiveVault service saves our clients' server data off-site reliably, securely, and consistently at Iron Mountain's underground data centers, with easy access should recovery be necessary. LiveVault is also easy to administer, providing “hands-free” protection that minimizes IT involvement. Because LiveVault encrypts all backup data during transit and storage, clients enjoy increased security.

After learning about LiveVault, Chaput signed Data Mountain up as a Channel Partner with Iron Mountain Digital. This gives Data Mountain the opportunity to offer LiveVault, and other Digital solutions, to its clients. “As an Iron Mountain partner, we know our services are the very best in the industry,” says Chaput.

### ADDRESSING EVOLVING HEALTHCARE IT NEEDS

When Data Mountain began, the focus was on small- and medium-sized businesses (SMBs) in many different fields. However, Data Mountain now serves dozens of clients, of which more than half are healthcare enterprises. These clients must protect their medical records to comply with government and industry security and privacy regulations. "The HITECH Act (Health Information Technology for Economic and Clinical Health) puts teeth into the HIPAA rules," says Chaput. As a result, many healthcare enterprises are now facing up to the challenges of compliance.

Data Mountain also has clients in financial services, including banks and insurance companies, as well as legal firms, all coping with their own compliance issues. "We help our clients manage risk, especially the risk associated with losing their most critical asset: their data," says Chaput. LiveVault helps clients meet the demands of regulations, with minimal impact on users and IT. For example, LiveVault provides built-in protection for open files, so that users can perform their work during backups, confident that their data is being backed up securely. Superior data reduction technologies compress data, to reduce and optimize transmission time, especially over low-bandwidth connections.

### PROTECTING MEDICAL IMAGES

In addition to helping his clients achieve compliance, Chaput finds that Data Mountain's role is changing in other ways also. For example, Data Mountain is serving more medium-sized and enterprise-level clients. Different clients have different needs, which Data Mountain can satisfy using other Iron Mountain Digital products and services.

For example, many healthcare enterprises have digital medical images that they must retain for specified periods of time. These medical image files are very large, and storing them locally requires considerable server space and resources. Iron Mountain's Digital Record Center® for Medical Images stores and protects medical images off-site

in two underground data centers, where they are easily accessible when needed. The automated, continuous archiving frees up IT staff and resources. Data Mountain helps clients retain these images over the long-term, access them whenever needed, and protect them compliantly.

### PROTECTING DESKTOPS AND LAPTOPS

Clients must also protect the valuable data that resides on desktops and laptops, especially for remote employees. While this is a greater concern for enterprise-level clients, every enterprise has data to protect on user computers. Data Mountain offers Iron Mountain's Connected® Backup product, the ideal solution for backing up both desktops and laptops to secure, off-site data centers. Connected Backup runs automatically, with no user action required, so clients know that their data is always protected. Connected Backup encrypts all data both in transit and in storage, so clients are assured that their data is safe at all times. Patented SendOnce® and Delta Block® technologies minimize the size of backups, reducing network traffic. In addition, the MyRoam® Web portal allows Data Mountain's clients to perform their own file recovery anywhere and anytime, reducing the necessity for technical support.

### ARCHIVING INACTIVE DATA

Data Mountain recognizes that storing rarely-used data is a major problem for clients, taking up valuable space on servers and increasing backup sizes unnecessarily. Iron Mountain's Virtual File Store™ service moves this inactive data off-site to secure and accessible storage, freeing up space on servers and reducing the drain on resources.

Data Mountain takes advantage of Iron Mountain policies for co-branding solutions and flexible delivery options that include full subscription service and software licensing.

Data Mountain offers these solutions as part of its goal to take care of clients, and gain "clients for life." "We grow solutions as our clients grow," says Chaput.



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Data Mountain is a leading provider of Storage-as-a-Service solutions for data protection and recovery, archiving, and eDiscovery. Our services are the best in the world, delivered and backed by global leaders in this space. At the same time, our mission and passion is around "best results for our customers" and managing risks related to regulatory compliance, business continuity, and cost management. We're in the business of Saving Your Assets. All Day. Every Day.