



## Oninit Case Study – Oninit helps major Information Management company to meet requirements of public sector clients

**Client:** Iron Mountain

**Key challenge:** To take over the database support of three of Iron Mountain's major customers after the loss of the in house resource, using seamless remote management.



**Iron Mountain helps business organisations around the world reduce the costs and security risks associated with information protection and storage. It manages billions of information assets, including business records, electronic files, medical data, emails and more for its customers, which include organisations from every major industry and of any size. More than 95 percent of the Fortune 1000 and over 85 percent of the FTSE 100 companies employ Iron Mountain as their secure information management partner.**

Over the years Iron Mountain has been acquiring other companies and during the course of those acquisitions it has inherited other companies' tracking systems. Iron Mountain has an application called COLLECT, which runs on Informix, and is one of the company's online tracking systems used in a number of its sites for some of its very large customers to manage records, store and retrieve data. COLLECT is in use for three particularly large public sector customers, which will eventually be migrated onto Iron Mountain's own Europe-wide system, but which for now require specialist support and maintenance. Iron Mountain chose Oninit to fulfil this critical role.

### A big challenge

Iron Mountain could not migrate these three major clients earlier owing to some very specific functionality issues and because the Iron Mountain application is hosted in the US. Some customers – especially the UK public sector clients – preferred to have their highly confidential data residing locally. Iron Mountain understood fully its customers' concerns and took steps to have this data managed and stored in the customers' own legacy database, Informix. But the challenge arose when an early 2010 business reorganisation resulted in a key individual leaving the business who was instrumental in supporting Informix, with that person Iron Mountain lost its in-house Informix specialist knowledge.

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Iron Mountain Europe IT

Neil Bryan is Head of Solutions Delivery, Iron Mountain Europe IT, and is responsible for the teams that support all business systems and applications for Europe. He knew he had to solve the support issue and do it quickly to avert any risk to the customer and the business. "Iron Mountain had no other resource in the organisation to replace the missing Informix skills and experience that were needed to manage the legacy applications" said Neil. "When we found out we were losing our Informix expertise, I knew I had to find a solution fast so that we could continue delivering a quality service to our customers. I had to identify someone to support and maintain this 4GL database to our standards, so I went to Oninit."

Iron Mountain is proud that it is known not only for its information management service, which protects and manages its customers' integrated information, but also for its ability to help optimise its customers' businesses by ensuring proper recovery, compliance and discovery. As such, it was equally important that Iron Mountain find the same qualities in its chosen partner to fulfil the expertise gap in managing Informix. Neil liked the people he met at Oninit and moreover he liked their approach, so very quickly partnered with them.

"Oninit has been looking after our Informix database requirements ever since, and there has never been an issue," said Neil. "Oninit is very responsive and helped us address our concerns with absolutely no threat to business continuity. It turned out that it was actually cheaper to have Oninit manage the database for us than to employ a replacement to fill the database manager's role."

Oninit does more than just manage Informix, it has the expertise to optimise its performance for the business it supports. Oninit has taken the responsibility completely out of Iron Mountain's hands and has fulfilled its customers' requirement to have its data hosted in a European data centre. "Having spent only a few days with the database manager before he left," said Neil, "Oninit was able to understand fully the application and its purpose and gained remote access so it could deal directly with issues or calls, so that Iron Mountain did not have to be involved. To date Oninit has not failed to address any issue or respond successfully to any request within its remit. Oninit offers a very robust process."

## The service

Once Iron Mountain had granted Oninit the access and permissions it needed, Oninit was able to offer a full, end-to-end support service including 24x7 monitoring of the server, databases and application. Although the system is almost 100 percent automated, problems can arise, for example when a customer submits incorrect data files which are transmitted daily to Iron Mountain. In this instance, Oninit is automatically notified and the issue is dealt with remotely and immediately.

Oninit deals with all support calls raised with Iron Mountain's IT Support team which contain any reference to the 'COLLECT' database. As well as problem solving, Oninit also fulfils data requests, ranging from compiling a list of all items in an order, which might only take a few seconds, to supplying a list of all items which have not been included in an order since a given date, which can involve extracting more than 700,000 items, and this takes quite a lot longer. Oninit has also helped with the more significant projects of migrating a customer from one application to another, involving the processing of many data requests and extracting all the data that was to be imported into the new application. The support package also includes a Monthly Report, which reviews the performance of the database over the past month, lists any recommendations, and details all the support calls.

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## Oninit preserving customer reputation

It was imperative that Iron Mountain preserve its reputation for having an unrivalled infrastructure (including more than 1000 facilities, 10 data centres and 3500 vehicles), highly secure facilities, an unbroken chain of custody and the support of unparalleled technical expertise in data management, capable of supporting any customer system. Oninit was able to fill the gap created when the company's Informix capability disappeared and seamlessly remote-managed the database assuring Iron Mountain that its customers' critical and highly confidential data was still in safe hands.

## About Oninit

Oninit was founded in 1999 as a specialist Informix developer and consulting team, and since that time has grown into a leading Informix services company providing a range of Informix database and application development, support and training services to companies in the UK and across EMEA from its base in Cirencester, UK.

Informix is deeply embedded in the enterprise IT systems of many thousands of companies worldwide, yet the skills to support and maintain these systems are slowly declining and are often no longer available in house. Oninit provides the vital Informix technical support and development services which are and will continue to be required by these complex systems.

Oninit helps companies to support, enhance, integrate and modernise applications running on older installations of Informix and, ultimately, replace them to ensure a roadmap for their future IT or establish an evolutionary path to more modern open or virtualised architectures.

**More information can be found at [www.oninitgroup.com](http://www.oninitgroup.com)**

## About Iron Mountain

Iron Mountain provides information management services that help organisations lower the costs, risks and inefficiencies of managing their physical and digital data. The company's solutions enable customers to protect and better use their information – regardless of its format, location or lifecycle stage – so they can optimise their business and ensure proper recovery, compliance and discovery.

Founded in 1951, Iron Mountain manages billions of information assets, including business records, electronic files, medical data, emails and more for organisations around the world.

**More information can be found at [www.ironmountain.co.uk](http://www.ironmountain.co.uk)**

**Call 0845 367 2200, or send an email to [info@oninitgroup.com](mailto:info@oninitgroup.com)**



Informix