

Iron Mountain Connect™ Domain Name Center



Professional domain name portfolio management web portal for Iron Mountain customers

Iron Mountain is the world's most trusted partner for information protection and storage, and also sets the industry standard for intellectual property management services. With over 235,000 customers across 166 geographic markets, Iron Mountain draws on more than 50 years of experience to specialize in domain name records management and technology escrow.

A SINGLE POINT OF ACCESS

Customers choose Iron Mountain Domain Name Records Management Services to ensure their domain name portfolio is consistently managed and protected both internally and externally. In addition to providing an unparalleled level of personalized service, Iron Mountain provides every domain name management customer with access to our Domain Name Center. This tenth-generation online tool helps you manage all your domain name records across multiple subsidiaries, divisions and cost centers — in any top-level domain.

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 — it's accessible via the Internet browser with which you are already familiar.

SAVE TIME AND EFFORT

You want to spend minimal time managing your domain name portfolio as well as administering and enforcing company domain name policy and procedures. Domain Name Center allows multiple authorized users located anywhere to submit work requests via pre-defined and selected policy profiles. You can then check the status of these work requests online, 24 hours a day, 7 days a week and generate real-time reports that help track activities and spending.

INCREASE REPOSIVENESS

When you need to respond to an internal report request immediately, Domain Name Center provides up-to-the-minute information on your domain name portfolio and allows you to add policy profiles and inventory quickly. You can also verify current records and find out if registration, modification or transfer requests have been completed.

GREATER AUDITING AND VALIDATION CONTROL

As an Iron Mountain customer, you will receive a complimentary records audit and validation in order to create a baseline domain name inventory portfolio. Domain Name Center keeps you in control by ensuring that your records remain consistent with enterprise-wide policies, eliminating risky non-standard registration activity.



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, resistant to seismic activity and other natural disasters. Bonded Iron Mountain employees who have undergone extensive background checks run these underground facilities. Password protection for access to your account information is accomplished in several ways: incorrect password "lock-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 DOMAIN NAME CENTER

Upon becoming an Iron Mountain domain name management customer, you'll receive personal training and access to the Domain Name Center. You will be able to:

- **Manage your domain name portfolio across business units:** Define and easily update corporate domain name records and policies across multiple subsidiaries, divisions and cost centers
 - **Set up detailed registration policy profiles to ensure consistency:** Quickly and easily enter the elements of a domain name record, including relevant contacts, DNS, invoicing options, TLD search options and associated trademark options
 - **Manage DNS zone files with real-time modification tools:** Includes URL forwarding
 - **Manage domain name records in any TLD:** Add, modify and transfer domain name records anywhere
 - **Automatic renewal and payment:** Iron Mountain automatically renews and pays for any managed domain name record in any TLD so you don't have to worry; you also get to access 30/60/90 day renewal pipeline reports
 - **Produce reports:** Customizable portfolio reporting tools help address information requirements; you can download, print or manipulate data by exporting to Excel®
 - **Industry leading invoicing:** Monthly invoices provide line-item transaction detail with exact cost; you can eliminate the need to re-bill various cost centers by setting up multiple invoice profiles by subsidiary, division, cost center or matter number
- As the administrator for your company, you decide who has access to Domain Name Center as well as assign access levels.
- **Control access and workflow:** Assign multiple permission levels to different users as appropriate; restrict user access and views of inventory by division or department

- **Manage Work Requests electronically:** Submit, approve, track and invoice all Work Requests online; track spending across multiple business units or customers with digital receipts, plus 24 months invoice history

DEDICATED CUSTOMER SERVICE REPRESENTATIVES

Your experienced and dedicated Iron Mountain customer service representative is available whenever you require help, information or guidance on just about any domain name matter. They have also been completely trained on the use of Domain Name Center and can assist you as you become familiar with it — and of course, respond to your needs personally when you require them.

EASY TO LEARN, EASY TO USE

The Domain Name Center puts training and help options at your fingertips.

- **Training:** Minimal training is required; online workbooks are available that will explain how to use any Domain Name Center function
- **Support Center:** A toll-free call puts you in touch with a trained professional 24 hours a day, 7 days a week for questions on using the Domain Name Center
- **Online resources:** Click to access information on: Registration requirements; WHOIS server addresses and dispute policies in any TLD; domain management best practices; tips on domain name industry resources; FAQs
- **Receive alerts, reminders and news:** Users stay focused on priorities, risks, trends and issues
- **Personalized help:** Do you prefer a more personal approach? Help is always available via your dedicated Iron Mountain customer service representative for information and guidance on just about any domain name matter

.eu registrar



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Iron Mountain operates in major markets worldwide, serving thousands of customers throughout the U.S., Europe, Canada, and Latin America.

For more information, visit our Web site at www.ironmountain.com/ipm

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