

Iron Mountain, a Large Professional Services Company

Introduction

Iron Mountain is a large, multi-location business providing solutions for records management, data backup and recovery, document management, secure shredding, and data centers. This case study is based on a December 2022 survey of Wonolo customers by TechValidate, a 3rd-party research service.



“We needed a true partner and a fresh/viable alternative to our contingency labor requirements...To sum it up, a true partner who understands our challenges and addresses our opportunities eliminating excuses.” – Dave Finley, Director of Operations

“We were able to get the labor in when we needed it to accomplish all our jobs on time.” – John Andrijeski, Branch Manager

Use Case

Dave Finley is part of the decision-making process at Iron Mountain and contributed to the adoption of Wonolo. John Andrijeski is a Wonolo end-user, logging into the platform to manage job postings and find workers Iron Mountain needs.

Challenges

When asked what challenges led Iron Mountain to post on Wonolo, Andrijeski marked an “inability to get temp labor in quickly that they could count on to finish the job,” saying that it impacted the business with “increased workloads on all employees including supervisors and managers.” Finley stated, “We needed a true partner and a fresh/viable alternative to our contingency labor requirements.”

Results

Iron Mountain achieved the following results with Wonolo.

When asked what they like most about using Wonolo, Finley, and Andrijeski cited the following features, functions, and services:

- Ease of posting and/or modifying job postings
- Ability to adjust the number of workers needed up or down from day to day
- Ability to use Wonolo across multiple locations from one dashboard
- Ability to use Wonolo’s customer app, WonoloPro, on my cell phone
- Real-time visibility of fill rate
- High-quality workers who complete jobs to our satisfaction
- Reliability of workers showing up to work
- High number of repeat workers returning to our jobs
- Ability to invite back favorite workers
- Excellent level of customer service from the account management and support teams

Company Profile

Company:
Iron Mountain Incorporated

Company Size:
Large Enterprise

Industry:
Professional Services

About Wonolo

At Wonolo, we recognize the barriers that make it difficult for people to find fulfilling work and for companies to find quality workers. We believe that there’s a better way to connect people and jobs. A transparent way that trusts people from diverse backgrounds. An equitable way that offers everyone broad job opportunities with best-in-class protections. A versatile way that provides flexibility for the dreamer and consistent work for anyone who wants stability.

Learn More:

[Wonolo](#)