



CREATE A PAPERLESS BANK BRANCH

DIGITIZE | STORE | AUTOMATE | UNLOCK

- CHALLENGE

PAPER MAY BE PUTTING YOU AT RISK

Achieving operational efficiencies while delivering an outstanding customer experience continue to be key business goals impacting the 72,000 open U.S. bank branches. However, **paper records created and stored in the bank branch can pose significant business risk to the bank** resulting in:

- limited visibility and governance over sensitive customer information
- inefficient and costly manual processes
- difficulty accessing information quickly impacting the customers' experience, especially in the case of natural disasters or unforeseen closures

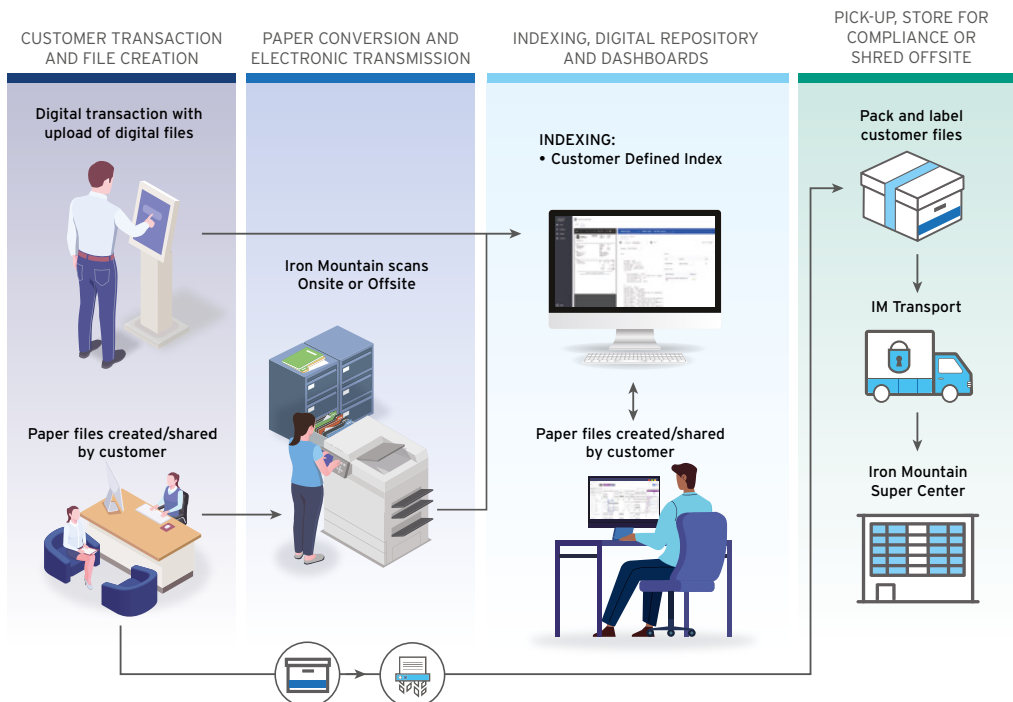
Without a unified, digital view of your customer information, your bank staff spends precious time searching for key data. Once they find the information in cabinets at the branch, if it's in paper format they still can't easily share it with others. What's more, the compliance team lacks information visibility to quickly respond to audit requests or to identify files and records needed for a merger or acquisition.

+ SOLUTION

GO PAPERLESS!

Iron Mountain Digital Bank solution is a **comprehensive suite of optional services transforming your branch operations and customer experience while maintaining compliance**. We prepare the customer file documents, scan them, classify, index, and quality check (QC) the scanned images. You get quick and secure access to scanned physical documents and digital records stored in a secure central software as a service (SaaS) information management and content services platform. Our flexible service offerings support your legacy and net new file processes as shown in the example workflow below. We meet you wherever you are in your paperless journey.

BECOMING A PAPERLESS BRANCH – THE DIGITAL WAY



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SERVICE OPTIONS:

+ YOU'RE UNIQUE – CUSTOMIZE YOUR SOLUTION:

- **RECORDS STORAGE** – We can pick up, transport and securely store customer records based on compliance guidelines - we pack, prep, label customer files, and transport them to an Iron Mountain Super Center.
- **INFORMATION GOVERNANCE** – Our Advisory Services team of professionals have dedicated themselves to assist you with reviewing, improving, or accelerating the intricacies of information retention, privacy, compliance and risk management.
- **SMART SORT** – We will sort and reorganize your files according to destruction eligibility, record type, record status, unique identifier – or whatever you require.
- **CLEAN START** – We'll manage the clean-out process and provide services to facilitate the secure destruction or donation of the items you no longer need.

WE'VE TACKLED BANK BRANCHES BEFORE.

A global bank with 1,400 branches worked with us on their paperless branch initiatives. We achieved:



Rapid and accurate indexing of critical customer data stored in branch boxes and back office documents – **freeing up valuable branch space for revenue generating activities**



A secure chain of custody with scanning and indexing – **better control of who has access to sensitive customer information, reducing business risk**



A digital repository of customer information and long-term storage for compliance – **quickly and easily search and find critical customer information from a central and secure digital location or at our offsite records centers**

GO PAPERLESS WITH IRON MOUNTAIN

- **46 OF 50 TOP U.S. BANKS** trust us with their assets.
- **SCALE: 94 CENTERS ACROSS 44 COUNTRIES** specializing in imaging, indexing, QA, and processing - handling over 1.5 billion documents per year
- **END-TO-END SOLUTION** including picking up physical documents, digitizing and storing assets in a cloud repository, and paper disposition
- **DEEP EXPERIENCE FROM CUSTOM ENGAGEMENTS** with Fortune 1000 customers to build and refine options for banking



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