DIGITISER

DIGITISE INFORMATION FOR FASTER BUSINESS PROCESSES

CHALLENGE

Paper is the bane of your life. You can't turn around without someone in your team losing, misplacing or accidently destroying an important document. You spend more time looking for missing documents than you or your boss care to think about. When a customer calls with an urgent problem, you can't put your hands on the answer because someone has either not replaced the file, or spilled coffee on it. And, when an internal team in another location makes an enquiry, you can't share information as quickly and easily as you would like. You feel like paper is defining the way you work, and not the other way around.

There are solutions to your problems. With help from an information expert, customer details and documents like application forms, invoices and letters, not to mention information your teams can share, will be available at the click of a mouse. Once you've determined what documents you have, you can decide what should be stored and what you can digitise to increase efficiency and streamline your processes.

HOW THIS AFFECTS YOU

A records management programme with integrated document digitisation offers you a way to process and transfer information more quickly. Incoming documents can be scanned to extract crucial data and then processed so the data is available in your systems. Customer facing teams can access relevant documents instantly, deal with customer queries rapidly and build your reputation for service consistently. Your records can be stored and retrieved physically or electronically depending on your processes and how often a record is required. Your people can get what they need, when they need it. The result will be an increase in process efficiency that will have a positive impact on your business, your customers and your teams.

STEPS TO TAKE

1. Review current processes.
2. Determine who needs the information and what it's used for.
3. Consult an expert to establish how digitisation can solve these issues.
4. Implement digitisation one process at a time ensuring people are fully on board.
5. Don't scan all records, just the ones you need most frequently.
6. Apply metadata and business rules to maximise long-term benefits.

MEASURE AND MONETISE

> Optimise your efforts. Are your people working as quickly and efficiently as possible? Save the 8.8 hours per week that the average knowledge worker spends searching for information.[3]

> Improve efficiency. Is your process as efficient as it could be? Increase output for customer facing workers and anyone involved in a digitised workflow.

> Reduce the costs of storage. Is your paper well managed? Every filing cabinet you can dispense with could save as much as 1,500 USD (around £884 or 1,076 EUR) a year in real estate costs.

THE ADVANTAGES IRON MOUNTAIN OFFERS

Advice and guidance on the process of digitisation.

Paperless workflow and digitisation solutions.

Secure offsite document destruction and storage.

Complete, integrated information management solutions for every stage of the document lifecycle.

CUSTOMER SUCCESS

CHALLENGE: A European retail bank wanted to streamline processes as well as improve customer services. Iron Mountain offered a combination of records management, digitisation and shredding services. The scan volume alone was in excess of 84 million images per annum for a range of process documents including:

- account opening
- loan applications
- mortgage applications
- customer services data
- legacy data for repository.

SOLUTION: To streamline and integrate the customer process, the Iron Mountain team started by implementing a new document template that speeded up and improved the digitisation process. The team also helped determine what data to extract in order to save time and automate downstream decision making processes. By decreasing the number of touch points, optimising processes in the mailroom and applying barcode cover sheets, efficiencies were achieved.

VALUE: Over five years, Iron Mountain's improvements contributed to overall savings of 15% per year for the first three years and 7% for the following two years. The templating and process improvements resulted in clear efficiencies, fewer delays and reduced customer complaints. Consumer confidence also increased and the bank moved forward in ratings against its competitors.

[1] "Customer communication and the cost of ignoring paper" Charlotte Marshall, Iron Mountain 2014

[2] AIIM Market Intelligence 2013

[3] "Managed Print and Document Services for Controlling Today's and Tomorrow's Information Costs" IDC, 2011

08445 60 70 80 | IRONMOUNTAIN.CO.UK
ROI 1800 732 673 | NI 08445 60 70 80 | IRONMOUNTAIN.IE

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