



IRON MOUNTAIN DIGITAL MAILROOM SERVICE

INDUSTRY FACT

GETTING THE RIGHT INFORMATION TO THE RIGHT PERSON IN CONTEXT IS A PROBLEM FOR 75% OF ORGANIZATIONS.

SOURCE: IRON MOUNTAIN | AIM, The Age of Digital Mailroom Services

BUSINESS CHALLENGE

You are likely all too familiar with the challenges that working with paper based information presents to the efficiency of your employees and to the information security, privacy and compliance requirements of your organisation. Leaders like you have been trying to remove or reduce paper based information from business processes for quite a while. But it isn't possible to remove paper from your workplace when paper-based mail continues to arrive and your employees struggle to manage large volumes of inbound paper mail every month.

WHAT IF YOU COULD:

- Put an end to paper as it enters your organisation?
- Improve collaboration with approval workflow capabilities?
- Enable remote access to employees and reduce your operating costs using our technology & process expertise?
- Improve your information security and privacy?

HOW IT WORKS

Iron Mountain Digital Mailroom service is a subscription solution that allows you to eliminate paper at your 'front door.' Once you've notified postal services to redirect your mail, our team of experts receive and open your inbound physical mail to our secure facilities. Iron Mountain scans, indexes and ensures quality control to meet your document conversion requirements. Leveraging optical character recognition (OCR) technology, the contents of your documents are completely searchable by text or index, available for your PDF, TIFF, Office documents, and logos in 50+ languages. Once your mail is digitised, you can securely store, search and access it in our Content Services Platform, Iron Mountain InSight®.

During the digitisation process, metadata is extracted, making it easy and efficient to search and find critical information. User roles combined with metadata access rules ensure the mail is being viewed by the correct people. Your team will have web and mobile access to your digitised mail, ensuring timely access for remote workers. Collaboration is easy with audit tracking and commentary options on digitised documents. You have the option to add on additional features such as integrations for SSO, Outlook, and/or Gmail.

Your electronic information will be encrypted at rest, and during transmission across a secure network with access restricted by encryption keys that you own and manage.

You have several disposition options for your physical mail, including:

- Your physical mail can be returned to you
- You can have your physical mail stored in an Iron Mountain Record Centre
- You can have your physical mail shredded

SOLUTION BENEFITS

Iron Mountain Digital Mailroom service enables you to:

- Easily and quickly search your mail from one central, secure location.
- Reduce time and effort spent searching for what you need.
- Manage predictable costs through our subscription service.

COMPLEMENTARY SOLUTIONS

Our Content Services Platform (CSP), **Iron Mountain InSight**, unlocks the value of data supporting transactional business processes and back office functions. This solution provides mobile and cloud access while simultaneously managing the volume of unstructured content such as documents, videos, and photos in a quick and efficient manner. With an open source and cloud-native foundation, Iron Mountain InSight leverages technologies such as artificial intelligence (AI) and machine learning (ML) as well as low code development techniques to deliver a flexible platform.

Iron Mountain Advisory Services combines technology with expertise providing holistic information governance (IG) services to evolving enterprise organisations. Our IG professionals take the time to understand your specific needs and provide a detailed project plan with a timetable for deliverables.