DEBT MANAGEMENT COMPANY ELIMINATES PAPER PROCESSES FOR OPTIMAL HYBRID WORKING

"We see Iron Mountain as more than a service provider – they are a trusted partner. Guaranteeing stability and continuity of services, while maintaining high safety and quality standards."

Anna Pospiech, Independent Correspondence Specialist, Ultimo

CHALLENGE

In outsourcing mailroom operations, Ultimo wanted to move from paper to digital correspondence with strict SLAs around data protection and response times. A highly secure IT infrastructure that seamlessly integrated with existing systems was essential.

SOLUTION

A fully-managed, subscription-based solution, Iron Mountain® Digital Mailroom provides an automated postal system, converting paper mail into digital documents that can be routed electronically as well as tagged, searched, stored and archived.

RESULTS

Freeing-up internal mailroom resources means Ultimo can focus on core business activities. Digitising its mailroom has also removed huge volumes of paperwork across five lines of business and provided a better approach for supporting secure hybrid working.

One digital mailroom
serves five businesses

Secure
chain of custody throughout

100,000
pages of mail processed monthly

Full IT integration
enabling easy document tracking

IRON MOUNTAIN®

CHALLENGE   SOLUTION   RESULTS

AVOIDING DIVERTING RESOURCES AWAY FROM CORE BUSINESS

"Along with quickly building a dedicated project team, we needed a partner with a secure IT infrastructure that seamlessly integrated with our systems that could complete everything in time for our office relocation."

Anna Pospiech, Independent Correspondence Specialist, Ultimo

EFFICIENT PROCESS AND KNOWLEDGE TRANSFER

Debt management experts

Part of the B2Holding Group, Ultimo is one of Poland's leading debt management companies serving some three million customers. Over the course of the year it handles around 4.8 million cases. A task that relied heavily on mailroom staff processing incoming correspondence in a timely and consistent manner. Moving to new headquarters provided the ideal opportunity to step back and review arrangements.

"For any finance company the handling of post is one of the key operational processes from which client services begin," says Independent Correspondence Specialist, Anna Pospiech. "Yet, it's still a non-core activity that diverts internal resources away from debt management. So, we started to look for a smarter approach."

Ambitious plan

The goal was to transfer the entire process of handling incoming correspondence for five business units to a specialist outsourcer. In turn, transitioning from paper to digital records with appropriate SLAs around data protection and meeting short, statutory response times. Another critical success factor was transferring knowledge on different document requirements, for example, between Ultimo staff and the selected outsourcer.

"Along with quickly building a dedicated project team, we needed a partner with a secure IT infrastructure that seamlessly integrated with our systems, which could complete everything in time for our office relocation,"adds Anna Pospiech.
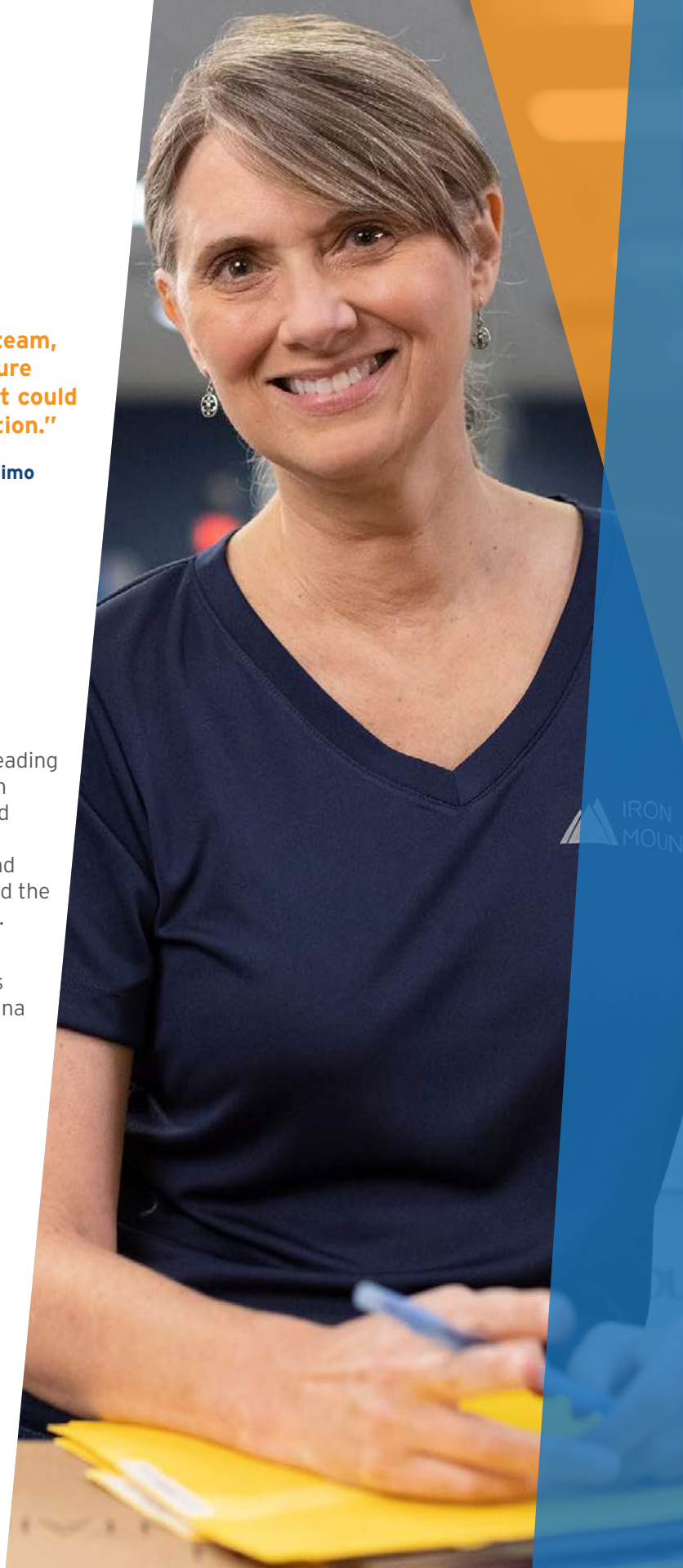
✉ Inhouse postal services crucial for managing 4.8 million debt cases

IRON MOUNTAIN®

⚙ CHALLENGE   💡 SOLUTION   👍 RESULTS

TRANSITIONING FIVE BUSINESS UNITS TO A TAILORED DIGITAL MAILROOM SOLUTION, ALL IN ONE GO

"In addition, Iron Mountain helps manage our retention schedules and provides us with all associated metadata and regular reports for SLA monitoring."

Anna Pospiech, Independent Correspondence Specialist, Ultimo

RELIEVING BUSINESS UNITS OF MAILROOM WORRIES

Long-term strategic partner

Iron Mountain® was selected by Ultimo for several reasons. It had been a long-term strategic partner, not only for the management and storage of paper and electronic resources, but also ongoing document digitisation. "The guarantee of success was Iron Mountain's infrastructure and high-perfomance technology," notes Anna Pospiech. "As well as their knowledge and experience in implementing similar projects for the financial sector."

The solution, called the Iron Mountain Digital Mailroom Service, converts Ultimo's paper mail into digital documents that can then be routed electronically as well as tagged, searched, stored and archived.

End-to-end service

The entire process is carried out offsite. All shipments and documentation are processed at a highly secure warehouse by Iron Mountain specialists. This end-to-end service includes receiving Ultimo correspondence directly from the post office, opening (or not opening certain) packages and envelopes, barcoding and registration, and, finally, the scanning, sorting, and archiving of documents.

"In addition, Iron Mountain helps manage our retention schedules and provides us with all associated metadata and regular reports for SLA monitoring,"says Anna Pospiech. The types of documents handled include correspondence from courts, bailiffs, customers, other companies, and registered returns.

Iron Mountain opens, classifies and scans around 100,000 pages of paper mail every month

IRON MOUNTAIN®

CHALLENGE   SOLUTION   RESULTS

ELIMINATING PAPER PROCESSES

"Iron Mountain normally uploads data to our system within a few hours, so our staff can always track correspondence and see when scanned documents will be available. And they provide a same-day courier service if we need the originals."

Anna Pospiech, Independent Correspondence Specialist, Ultimo

Maximum digital benefits with no trade-offs

Converting paper correspondence to digital images provides Ultimo employees with improved access to documentation, even if working from home. In addition, Ultimo is able to eliminate huge volumes of paperwork at the front door while still meeting strict data confidentiality and security requirements.

"We know Iron Mountain adheres to the very highest standards in data protection when it comes to ISO and PCI DSS standards, for example," says Anna Pospiech. "That provides a huge sense of comfort that nothing bad can happen."

Full chain of custody

Using unique tagging, Iron Mountain is able to provide clear chain of custody throughout. Starting from when documents are first received in its mailroom, through to registration, scanning, and archiving, or delivery to the Ultimo office.

"Iron Mountain normally upload data to our system within a few hours, so our staff can always track correspondence and see when scanned documents will be available," concludes Anna Pospiech. "And they provide a same-day courier service if we need the originals."

Post digitised for five businesses in one solution

100,000 pages of mail processed monthly

Highest standards of security assured throughout

All stages of mail processing clearly visible to Ultimo staff

EXPLORE OTHER WAYS WE CAN HELP

SEE
Other Iron Mountain case studies like this.

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