IRON MOUNTAIN®

TRANSFORM YOUR CONSULATES PROCESSES

IDENTIFY | DIGITISE | STORE | AUTOMATE

– CHALLENGE

Meeting the demands of a new digital economy

The recent Covid-19 pandemic added enormous pressure to public offices and consulates to remotely issue, renew and verify citizen documents. The high volume of requests for copies of records, cases and dispatches, along with reliance on manual, in-person processes have resulted in long wait times, and in some cases, disruption in services. In order to mitigate the economic and social impact from the crisis, and make European economies more sustainable, resilient and better prepared for the challenges and opportunities of the green and digital transitions, the European Union (EU) has created the Recovery and Resilience Facility initiative with €723.8 billion (in current prices) in loans (€385.8 billion) and grants (€338 billion).

Iron Mountain, a trusted partner with over 70 years heritage and experience in document information management can help you tap into this initiative to achieve your digital transformation strategy.

+ SOLUTION

Securely digitise and manage citizen records

Iron Mountain offers a range of services from assessment of physical records, archive and asset disposition, scanning of physical documents and consolidation into a digital storage to the preferred content repository. Our scalable solutions help you manage the entire information lifecycle more efficiently with a proven chain of custody, and at a reduced cost. This ensures transparency of where your physical and digital assets are at all times to improve citizen experience and compliance.

HOW DOES IT WORK?

IDENTIFY

With Iron Mountain, you can quickly and confidently make decisions about your legacy files to enable more compliant and efficient records management. Our trained records management team works with your database and records retention schedule to automate defensible decision-making and comply with data retention policies. We can sort and organise your records so that you can quickly locate and access the information you need at any time. With Iron Mountain, you can create and automate defensible records retention schedules which can be used to comply with data retention policies. This will enable you to ensure citizen content is managed appropriately and can be located quickly to support the renewal and verification of requests.

DIGITISE

Digitise, index and search different types of identification, verification and other documents whether in bound books, folders or microfilm with quality control, security access protocols, and intelligent automated workflows. Leveraging optical character recognition (OCR) technology, all documents are available in the file formats you need. We understand that consulates need to satisfy digital sovereignty requirements in different countries. Iron Mountain can provide a secure end-to-end process for digitisation whether on-site (where space is available) or at one of our Records Management and Document Processing centres. Scanned documentation will be provided in the preferred method (i.e. removable drives) and Iron Mountain will deliver a traceability checklist with the original.

HOW DOES IT WORK? *(continued)*

STORE

Store encrypted files in a compliant digital repository. Electronic records are encrypted at rest and during transmission across a secure network with encryption-key access. Role-based permissions enable authorised users to access only the information that they need, wherever and whenever they need it. Consulates have the ability to share files internally and externally, depending on access granted.

AUTOMATE

Elevate consulate activities and citizen experience with a more efficient and transparent process. Document automation provides a centralised location to store and classify digital records for operational efficiency. You also have the ability to automatically apply document retention rules for compliance with data privacy regulations as well as build processes managed via workflows within the system to further decrease the time from request to completion.

Scanned documents and images are ingested on a centralised platform through workflow and compared using optical character recognition (OCR) against the existing dataset in order to match images with relevant digital records. Utilisation of machine learning (ML) processing enables all relevant information to be extracted from images and assist in determining whether files are active/inactive or eligible for archive or deletion. When required, a human in the loop (HITL) can serve as quality control and ensure accuracy of information and processes.

Iron Mountain can generate a number of reports to enable the consulate to monitor the service provided at any time.

The extracted metadata can subsequently be ingested into a digital content repository system accessible by all staff members and end customers.

By implementing this solution, citizen requests can be processed automatically. This results in a more efficient, cost-effective process for government entities to provide a better overall customer experience.

WHAT YOU GAIN

+ **TAP INTO** the European Union (EU) Recovery and Resilience Facility initiative to accelerate your digital transformation.
+ **MEET** EU digitisation guidelines.
+ **REAL ESTATE** consolidation.
+ **IMPROVE** general registers digitisation strategies.
+ **COLLABORATE** across departments on requests to speed up ad hoc exception review and approval activities.
+ **IMPLEMENT** a full chain of custody across the entire information management process so all activity is auditable and traceable.
+ **IMPROVE** the accuracy for citizen certificates, including handwritten documents as well as accelerate consulate services (e.g., passport application, emergency travel documentation, etc.)

WANT TO LEARN MORE? To learn more, contact your Iron Mountain account manager directly.

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