

## Case study

# Advancing eGovernment and digitally powered citizen services

## Property information challenges

Across the Nordics, similar to most countries, local governments play a vital role in ensuring the smooth running of building planning and development processes. They also support requests for land and property information from utility and telecoms companies, police and fire departments, and solicitors dealing with legal disputes and conveyancing matters.

Traditionally, those property plans and associated information have resided in paper form, distributed throughout numerous archives and painstakingly tracked down and retrieved by internal staff or outsourced storage partners. An information governance model that is both time-consuming and costly to maintain.

At the same time, citizen expectations have dramatically changed with less tolerance of complicated processes and long wait times. Instead, they demand convenience and speed with seamless, intuitive digital experiences - of comparable quality to those they receive as everyday consumers interacting with leading private companies.

## Compelling joint value proposition

In response, Iron Mountain® and Geomatikk have pooled resources, knowledge and expertise to create a joint proposition that delivers benefits right across the value chain. One that accelerates digital benefits for municipalities, realtors, utility, telecoms providers, emergency services - and, most importantly, citizens and end users.

Delivered as a fully managed service, Iron Mountain specialists collect paper documents from site, log them, and create individual barcodes for tracking. Next, the files are transported to an Iron Mountain scanning centre where they are converted to digital records. They are then uploaded to the Geomatikk online platform where they can be instantly accessed by internal staff (via the geoDoc portal) and citizens and end users (via the docTorg portal).

Finally, the original paper documents are either retained (returned to the customer's archive or an Iron Mountain warehouse for safekeeping) or destroyed in line with the latest compliance requirements and retention policies.

“Citizen expectations have dramatically changed. They are less tolerant of complicated processes and long wait times. Instead, they demand convenience and speed with seamless, intuitive digital experiences.”

## Industry

Government

## Challenge

Bring together municipalities, utility companies and realtors with a joint value proposition accelerating the benefits of digital information for superior citizen and employee experience.

## Solution

Iron Mountain® records management and digital scanning, combined with Geomatikk online information systems, delivered as a single fully managed service.

## Value

- Financial and office space savings
- Streamlined workflows and productivity gains
- Improved cross-organization collaboration
- Reduced effort and lead times for property transactions
- Greater situational awareness for emergency services



## Secure, compliant digitisation

Launched in Norway, the Iron Mountain and Geomatikk digital records solution has been quickly adopted by 20-plus organisations.

Industry-leading optical character recognition (OCR) scanning technology ensures GDPR compliant handling of personal data, even when processing handwritten documentation. Along with responsive in-country technical support, end users also enjoy AI-enabled search tools and super-fast information retrieval.

Now, municipality case workers no longer waste time visiting archives, sifting through shelves and boxes, and photocopying or scanning paper files. Everything they need is available via their Geomatikk portal.

If a citizen is selling their home, the realtor can instantly view and prepare property information packs, thereby reducing contract exchange and completion dates. Likewise, utility and broadband providers can check plans remotely in the field

“Launched in Norway, the Iron Mountain and Geomatikk digital records solution has already been quickly adopted by 20-plus organisations.”

before excavating and completing engineering works. And fire fighters and police officers can familiarise themselves with digital building layouts while travelling to callouts, enhancing their situational awareness and personal safety.

## Unlocking further benefits

Other benefits being realised by Iron Mountain and Geomatikk customers include more accurate records inventory and simpler compliance with better audit trails and less chance of documents going missing. Digitisation has also released valuable office space and resources that can be reallocated for other tasks.

In addition, maps and property data can be integrated and easily shared with other business systems, something that was virtually impossible before with paper-based documents.

Building on this success, the Iron Mountain and Geomatikk solution is equally applicable to other geographies and industries looking to evolve towards digital records.

[www.ironmountain.com/uk](http://www.ironmountain.com/uk)  
[www.ironmountain.com/ie](http://www.ironmountain.com/ie)

UK. +44 (0) 1782 654 710  
ROI. 1800 732 673  
NI. 08445 60 70 80

### About Iron Mountain

Iron Mountain Incorporated (NYSE:IRM), founded in 1951, is the global leader for storage and information management services. Trusted by more than 220,000 organizations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 countries, Iron Mountain stores and protects billions of information assets, including critical business information, highly sensitive data, and cultural and historical artifacts. Providing solutions that include secure storage, information management, digital transformation, secure destruction, as well as data centers, art storage and logistics, and cloud services, Iron Mountain helps organizations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit [www.ironmountain.com](http://www.ironmountain.com) for more information.

© 2025 Iron Mountain (UK) PLC. All rights reserved. Iron Mountain and the design of the mountain are registered trademarks of Iron Mountain Incorporated in the U.S. and other countries. All other trademarks and registered trademarks are the property of their respective owners.