

## Case study

# Healthier healthcare operations mean curing the mailroom

How a digital mailroom transformation drives savings, efficiency, and growth

A U.S. healthcare services company gained healthier operations thanks to a mailroom transformation. The company uses technology to manage and improve healthcare to ensure the accurate and efficient delivery of medical support.

Faced with an increasingly suboptimal mailroom solution, the healthcare services company could not scale its current mailroom platform to handle more than 1.2 million monthly medical claims and payments, impeding business growth. The healthcare leadership team sought a new partner that could grow with them and provide an automated digital mailroom at a nearby location to meet current and future business and market requirements.

Iron Mountain Intelligent Business Process Management's (iBPM) end-to-end service leverages the power of digital technology and the scale of its operations. The managed service is delivered at a local Iron Mountain facility to handle physical and digital documents and data, incorporating Iron Mountain InSight® Intelligent Document Processing (IDP) solution

and Iron Mountain Digital Mailroom solution to answer the healthcare organizations' needs on multiple levels. The iBPM service provides an enhanced data repository, dynamic reporting, and greater visibility into the flow of customer data. As a result, the healthcare provider is improving its ability to meet service level agreements (SLAs) and deliver quality outputs to its clients. Ultimately, speed, efficiency, and accuracy improvements are driving year-on-year savings.

## Digitizing, indexing, and validating

By leveraging Iron Mountain's iBPM service, the healthcare provider transforms how it securely receives, processes, reviews, and manages data and documentation. This includes transferring inbound and outbound documents to the Iron Mountain facility and digitizing, indexing, and validating around 1.2 million monthly medical claims and payments from customers and U.S. healthcare carriers.



## Industry

Healthcare

## Challenge

Transition mailroom to automate and expand digital capabilities

## Solution

Iron Mountain Intelligent Business Process Management (iBPM) service with Iron Mountain Digital Mailroom solution

## Value

Year-on-year savings via automating key processes that drive speed, efficiency, and accuracy improvements.



The healthcare provider is gaining newfound benefits by automating workflows for inbound and outbound documents. Manual mail handling is error-prone, slow, and costly. Automation is ideally suited to elevate mailroom processes, especially for document-centric healthcare organizations. Speed, accuracy, and cost benefits deliver year-on-year savings for the healthcare services provider.

“Expanding the function of our digital mailroom solution provides us with the automation needed to improve mailroom processes. As a result, we are saving money year-over-year and are better equipped to meet customer needs today and in the future,” shared an executive at the healthcare organization.

### Centralizing for accessibility and analysis

To further leverage data, Iron Mountain InSight® will be the new content services platform and repository for the healthcare provider’s print and mail documents. More than 2,000 employees will access and analyze stored data using the platform. Iron Mountain will also migrate 300 million files from the healthcare provider’s existing document repository system.

Creating a centralized, accessible, and secure repository of data and documents via InSight enables the healthcare provider to fully leverage its data and enhance customer and business value. Secure, accessible data is also crucial in the healthcare industry for tracking sensitive claim and payment documents, as well as for regulatory requirements.

“Our newfound capabilities will catalyze business growth and create better customer experiences. Having one data platform that provides secure, accessible data to all our employees is a big leap forward for us. I’m excited to see what the future holds,” stated an executive at the healthcare organization.

### Forging a trust-based partnership

The new partnership between the healthcare provider and Iron Mountain was built on numerous proof points that established a trust-based relationship. It started with a compelling hands-on demonstration of InSight. Then, a successful proof of concept of InSight IDP validated its ability to classify and extract data from complex forms, such as claims, explanation of benefits documents, and checks.

During the last year, Iron Mountain’s operations team has demonstrated its ability to deliver as promised, improve the healthcare provider’s processes, and meet SLAs while managing the critical work of delivering quality client output.

“Rapid, accurate document processing is vital to healthcare, and it all starts in the mailroom. Using Iron Mountain solutions helped us to optimize our mailroom. As a result, we digitized, automated, and fully leveraged data to improve our customer interactions, compliance documentation, and business outcomes,” stated the executive.

In healthcare, overlooking the untapped opportunity to digitize and automate document-intensive mailroom operations can be costly. Fortunately, the iBPM service can reduce costs, errors, and inefficiencies to deliver better outcomes and help healthcare providers answer today’s demands while preparing for tomorrow’s challenges.

Learn more about [Intelligent Business Process Management service and Iron Mountain Digital Mailroom](#).

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#### 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 225,000 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 60 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. [www.ironmountain.com](https://www.ironmountain.com) for more information.

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