IRON MOUNTAIN®

CHALLENGE

With large amounts of stored documents dispersed across Australia, this government agency wanted to reduce ongoing operating expenses, improve access to claim records and deliver a more positive client experience.

SOLUTIONS

- Day Forward Scanning
- Back Scanning
- Scan on Demand

VALUE

- Efficient access to claims

- Improved customer service and satisfaction

- Outsourcing provided the best use of resources, expertise and managed the implementation to meet budgetary constraints

- Use of day forward scanning optimised the investment and delivered productivity gains

- Significant reductions in ongoing operating expenses

USE CASE

DIGITAL IMAGING SOLUTIONS

Government agencies want to improve the customer experience, but also save time, money and labour. Digitisation of records lowers operating expenses while improving business efficiency. Scanning solutions drive the transformation from paper to digital files.

BUSINESS PROFILE

Government agencies have traditionally collected large amounts of document-driven information. In today's customer-centric environment, expectations of performance, compliance and security are key drivers towards the digital storage of these records to increase the efficiency of core business processes and to create positive customer experiences.

THE CHALLENGE

This federal government agency had tens of thousands of physical personal claim files stored across Australia in warehouses and office cabinets. To improve service to its claimants and reduce operational costs, it commenced an outsourcing initiative to digitise its dispersed record holdings.

A key requirement was a Scan-on-Demand service to prioritise urgent file requests. Budgetary constraints around end-of-financial year spend were also a factor.

THE IRON MOUNTAIN SOLUTION

Scanning solutions make digitisation possible. Iron Mountain commenced a rapid collection program from the agency's various warehouses around Australia and increased resources to scan and digitise the files. Provision to process urgent file requests on demand enabled the agency to fulfil its customer-driven mandate. This program worked within the agency's budgetary parameters.

In partnership with the agency, Iron Mountain also provided on-site administrative resources to perform the back-end processing of the digitised files into the agency's document management system.

THE RESULTS

This digitisation initiative improved customer outcomes. The increase in business process efficiency delivered faster, consistent and transparent service.

Reductions in operating expenses were significant along with gains in productivity. Exacting project management ensured rapid transformation of files to digital records, accessible immediately across Australia. With day forward scanning, which processes documents in the normal course of business, the agency was able to optimise its investment in its digital transformation.

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