

## CHALLENGE

Office space is a significant overhead cost. Moving offices meant that this organisation could map out the most efficient blueprint for their new premises. Document storage used up vital space but frequent access to records was a necessity for business operations.

## SOLUTION

- › Document Imaging
- › Document Content Capture
- › Secure Storage
- › Secure Destruction

## VALUE

- › 24/7 online access to records delivered significant process efficiencies
- › Technology was used to re-engineer work practices and improve the service proposition
- › A reduction in on-site storage delivered savings in office rental
- › Tracked and secure storage in the Iron Mountain facility mitigated risks around retention and secure destruction

## USE CASE - ENERGY INDUSTRY

### DOCUMENT SCANNING SERVICES

An office relocation can be an exciting and positive time for an organisation that can signal growth, success or a new era for the business. It is also a major change. The difference between an upheaval and a smooth transition is detailed planning, expert advice and collaboration.

### BUSINESS PROFILE

Electricity distribution organisations ensure reliable, safe electricity reaches end-users. With ever-changing demands in the sector and a myriad of emerging technologies hitting the grid, these companies are accustomed to challenges. This large electricity distributor called in relocation experts to make sure that the blueprint for their new offices fully supported operations, while making best use of space.

### THE CHALLENGE

Office space is a significant overhead cost and relocation presents an opportunity to re-consider how space is used. Historically, access to records stored on-site was an important operational consideration for this organisation. However today, technology offers better business process efficiencies. This organisation wanted to take advantage of new records management solutions to better utilise their office space and maintain, or improve access to records.

### SOLUTION

Working together with a third-party relocation expert, Iron Mountain proposed a combination of scanning and digitisation, off-site storage with online access, and authorised secure destruction.

The scanning services included the use of Optical Character Recognition (OCR) which enables the conversion of different types of documents into editable and searchable data. Once in a digital format, documents were indexed according to the customer's naming convention. The HP TRIM platform used by the organisation gave authorised users access to digitised documents on-demand 24/7.

Post scanning, storage of the physical records in our secure facility completed the solution. Stored cartons were tracked using our Records Management Portal or selected for secure destruction.

### THE RESULTS

Significant process efficiencies were gained with quick online access to records 24/7 available to authorised users. Along with a reduction in on-site storage requirements, the customer was also better able to manage its retention obligations and meet their secure destruction timelines.

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#### ABOUT IRON MOUNTAIN

Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organisations lower the costs, risks and inefficiencies of managing their physical and digital data.