CHALLENGE

The need to lower overhead costs meant a reduction in office space for this telecommunications provider. Before this could happen, a large quantity of physical HR records needed to be digitised.

SOLUTION

> On Site Project Management
> Document Imaging
> Secure Storage
> Secure Destruction

VALUE

> Office space was reduced lowering overhead costs.

> Important HR records were catalogued and scanned allowing quick access to records by authorised personnel.

USE CASE - TELECOMMUNICATIONS INDUSTRY

DOCUMENT SCANNING SERVICES

Office buildings are on-trend with smart buildings and robotic technology. Rising office rentals and shrinking available space are also making the headlines. For many organisations that means making the best use of office space or reducing office space to lower rent outgoings.

BUSINESS PROFILE

Like many other industries, the pressure is on for telecommunication providers to be more agile and to build new value. Our demand for digital connectivity continues to increase but the telecommunications environment is also becoming more competitive. Costs need to be contained, and a primary cost for any business is office rental.

THE CHALLENGE

This large global telecommunications provider needed to reduce office space. A major consideration to this plan was a large quantity of Human Resources (HR) records. These records contained sensitive personal and confidential information. Digitisation would reduce the physical space required for storage. Cataloguing was a critical feature of any plan as quick and frequent access was required. Established naming conventions also needed to be applied.

SOLUTION

Iron Mountain catalogued, packed and securely transported the physical records to our secure information centre. Here the documents were scanned, indexed and classified according to the provider's naming conventions. Using Secure File Transfer Protocol (SFTP), these digital images were returned to the provider's server whilst the physical records went into our secure storage facility. Iron Mountain Records Management Portal assured carton tracking to enable secure destruction with minimal disruption when required.

THE RESULTS

The provider achieved its aim to reduce office space without compromising HR procedures. It could now provide access to digitised HR documents to authorised users via SharePoint. Users could access these records quickly and from anywhere while protocols controlled who could access certain information. This ensured the security of this sensitive personal information.

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