

Industry

Electricity

Challenge

UEDAS electricity distribution company was manually executing 130 different KYC workflows, resulting in slow customer onboarding and an inefficient use of the team's time

Solution

Iron Mountain Insight Content Management solution

Value

The newly automated customer onboarding process has improved team efficiency, made compliance requests easier to manage, and enhanced the new customer experience

Electricity retailer powers up operations by automating customer onboarding

UEDAS electricity distribution company leveraged Iron Mountain Insight Content Management solution to digitise and automate their new customer onboarding process

[UEDAS electricity distribution company](#) (UEDAS) is a retail electricity distribution company. It serves 3 million customers across five major cities in the fast-growing Marmara Region of northwestern Turkey. As a utility company, UEDAS is required to follow all "know Your customer" (KYC) laws in Turkey. KYC regulations require businesses to verify that customers are who they say they are to combat money laundering and other financial crimes.

For regulatory compliance, UEDAS must collect verifying documentation from each new customer, such as passports, and other types of documents. With a large customer base, the company collects, analyzes, and verifies 35 different types of documents for new customers each month. Traditionally, UEDAS did not have automated workflows in place. This process was time-consuming and inefficient, making it difficult to maintain compliance, and significantly slowing down the customer onboarding process.

Unleashing team productivity by automating KYC (and dealing with backlog)

To streamline and speed up its cumbersome onboarding process, UEDAS partnered with Iron Mountain to implement a new eKYC solution. Together, they developed custom document validation rules and processes which automated 130 different workflows that UEDAS had been performing manually.

UEDAS automated 130 different workflows that had previously been performed manually.

Once the UEDAS team got the new KYC validation processes in place, they began onboarding customers using automated digital workflows. But first, they had to deal with a backlog of KYC paperwork that had not yet been processed. Using Iron Mountain's batch scanning service, all physical



