

## Case study

# Elevating the customer experience across 600-plus bank branches

“The immediacy that comes from digital records ensures customers get smooth experiences and quick answers to their enquiries. In addition, employees are not constantly being pulled away to track down and scan paperwork.”

## Adopting a tightly-focused digital strategy

Like many such institutions this bank had to reconcile the challenge of maintaining a large archive of historical documents it was legally required to keep, with the parallel need to drive productivity and operational efficiency by migrating to digital records.

As part of a 12-year relationship with Iron Mountain®, those legacy records were stored off-site at highly secure warehouses. However, with more than 600 branch offices in Poland, staff processing new applications and requests would regularly waste time hunting down and digitising files, sometimes scanning the same documents many times.

Rather than digitising its entire archive, which would have been hugely expensive and taken ages, the bank was looking for a more practical, cost-effective approach for digitising only its most active and regularly-used paper documents.



**9-month engagement** of over seventy Iron Mountain specialists



**32.5 million** pages scanned, generating 1.4TB of images



**Efficiency gains** across 600+ branches



**Financial savings** from relinquished leased space



## Industry

Banking

## Challenge

The client, one of Poland's largest banks, wanted to digitise its most active and frequently-used documents.

## Solution

As part of an end-to-end service, Iron Mountain® specialists scan and upload digital records to the bank's central repository.

## Results

Released from repeatedly rescanning documents, employees can spend more time building relationships and helping customers with their finances.



# Creating a more sustainable paperless bank

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## Fast, smooth customer service

Tapping into the skills and experience of Iron Mountain once again, the bank created a more sustainable, digital operation while better managing risk and compliance.

In just nine months Iron Mountain helped the bank digitise 32.5 million pages, generating over 1.4 Terabytes of images and 150 million tagged assets. Throughout the project Iron Mountain consistently met SLA targets that included processing a minimum of 213,000 pages per day. Once converted to digital images, the paper originals were placed in safe Iron Mountain storage.

Now, the bank has the assurance of knowing that important mortgage and other financial documents are always secure and available - anytime, anywhere, on any device.

The immediacy that comes from digital records ensures customers get smooth experiences and quick answers to their enquiries. In addition, bank employees are not constantly being pulled away to track down and scan paperwork.

Instead, they get more time to do what they do best - helping customers make the right financial decisions and achieve their personal goals. Added to that are financial savings accrued from relinquishing leased storage space.



Major digitisation project delivered faster, at lower cost



More responsive service and better customer experience



Significant productivity gain across 600+ branches



Less need for expensive leased storage space

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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 220,000 organisations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 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 centres, art storage and logistics, and cloud services, Iron Mountain helps organisations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working.

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