

Case study

Industry

Finance

Challenge

A European airline struggled with manual, inefficient document-intensive processes

Solution

Iron Mountain InSight Content Management solution

Value

The airline streamlined HR processes and improved employee service levels, regulatory compliance, and safeguarded employee information



European airline streamlines operations with digital document management

Human resources team digitizes employee files, automates processes, and provides single-pane-of-glass access to key information

One of Europe's leading airlines boasts an unrivaled flight network, a young and modern fleet, comfortable seats, and delicious treats. The airline conducts flights to 120 countries – flying to nearly every nation in the world. To keep moving at such an ambitious pace, this airline makes technology an essential component of operations, including human resources.

Human resources (HR) is one of the most document-intensive areas of an organization – including this European airline. HR managers must consider the costs and risks associated with managing sensitive employee information. Staff spend a considerable amount of time gathering, entering, searching for, protecting, maintaining, and storing a high volume and variety of physical and digital records.

Recently the airline partnered with the Iron Mountain team, now called InSight Content Management, to implement an HR records management solution that provides the ability to scan, index, verify, and archive records.

Organizing documents at scale

Across industries, paper-intensive HR processes tend to be manual. Some files exist in digital form, but must often be printed, signed, copied, mailed, and stored. By relying on these processes, an organization's HR team can struggle with reporting, auditing, security controls, and high storage costs.

The airline's HR department adopted Iron Mountain InSight Content Management solution with workflow automation to overcome these challenges. The team digitized 3M+ backfiles consisting of 65 different document types with records for 60,000 employees, categorized and stored in an easily searchable, well-organized taxonomy.



Providing controlled access

The Iron Mountain InSight Content Management solution for HR includes information dashboards that provide a visual display of data and metrics. It also provides the airline's HR staff with a consolidated view of employee files, with role-based access. Files are encrypted and securely stored, accessible by authorized users anytime via web browser.

The airline's streamlined HR processes have improved employee service levels, and consistent implementation of company-wide communication of policies and procedures. By working with the Iron Mountain team, the airline strengthened its compliance with security and privacy regulations applied in the content management system, safeguarding employee information and minimizing litigation risks.

Transforming HR operations

For this well-traveled European airline, HR is integral to its ability to stay competitive and attract talent. The HR team supports the employees who, in turn, care for airline passengers, making it crucial to long-term business success. HR now relies on a content management system to help protect employee records and ensure efficient, secure access to reliable information.

As the airline continues to grow, both its workforce and customers will benefit from the HR team's use of a modern technology solution from the Iron Mountain team. Staff is freed from many inefficient manual processes. Plus, the dashboards and centralized visibility provide oversight, data access, and metrics that deliver powerful insights, helping the airline continually optimize customer experiences.

Learn more about Iron Mountain document management [solutions for Human Resources](#).

Learn more about Iron Mountain [Insight Content Management solution](#).

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800.899.IRON | [ironmountain.com](https://www.ironmountain.com)

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 organizations 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 centers, art storage and logistics, and cloud services, Iron Mountain helps organizations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit www.ironmountain.com for more information.

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