

## Industry

Finance

## Challenge

Replacing slow manual operations and document signing processes while achieving a traceable, secure solution

## Solution

Iron Mountain InSight Content Management solution

## Value

- Optimizes workflows to reduce costs
- Speeds up transaction processes to increase performance management outcomes
- Secures digital document handling via traceability for regulatory compliance
- Delivers greener solution via reduced paper consumption



# Going paperless: a financial institution lowers cost, improves performance

By moving away from paper-based processes to embrace digital, KKB in Turkey reduces costs and boosts efficiency while maintaining traceability.

Kredi Kayıt Bürosu ([KKB](#)) in Turkey was founded in 1995 by nine leading banks. Today, this highly regarded financial institution has 156 members, including 44 banks, 61 factoring companies, 23 leasing companies, 4 insurance companies, 14 consumer financing companies, 7 asset management companies, and 3 other types of companies.

KKB's mission is to become a leading and exemplary credit bureau. The institution offers effective risk assessments, innovative products, and other services. Recent business objectives for KKB include digital transformation, efficiency, and sustainability.

To further its mission and meet these objectives, KKB needed to transform its paper-based processes into an integrated digital environment while maintaining traceability, especially related to its e-signature features.

KKB also aimed to reduce its use of resources while reducing costs. After a careful selection process, KKB partnered with the Iron Mountain team to implement the electronic document management (EDM) system.

## Digitally transforming key workflows

KKB was ready to modernize its operations, such as automating administrative processes, enhancing end-user experiences, and deriving deeper insights from data. By selecting the InSight Content Management solution, KKB was able to optimize workflows, break down data silos, and improve security.

"It is the most comprehensive and ideal solution for eliminating manual operations and document signing processes and digitizing our business hours," shared Ersan Rasim Hoşrik, KKB's Director of the Legal Compliance, Legal and Operations Division.



Now, KKB has centralized transactions made by different institutions and enriched its database. These upgrades have helped KKB improve its risk management offerings through value-added products and services. At the same time, the institution can maintain the highest security standards and service levels.

## Driving performance and efficiency

Iron Mountain solutions give clients document access control and version control and include audit trail features. For example, the Iron Mountain InSight Content Management solution platform provides certified and applied electronic signatures and approvals technology. It also allows users to set their own records retention schedule.

After KKB started using InSight Content Management, the institution noted significant time savings and performance improvements. By upgrading the manual signature steps to a digital operation, KKB was able to speed up its processes. The additional benefit of traceability allows for efficient document search and retrieval and instant sharing.

“The fact that all processes can be traced made a positive impact on performance management, and reports of transactions can be received quickly,” Rasim Hoşrik stated. “Traceability through the system and e-signature integration are the most important features for our institution.”

## Becoming an environmentally friendly office

One of KKB’s business strategies is to raise awareness of projects that benefit society and the environment. The move to digital processes has supported this endeavor. The institution has been able to reduce its paper consumption and limit spending – both within the scope of its sustainability goals.

By using natural resources more effectively and efficiently, KKB is becoming a more environmentally-friendly office. This work aligns with a critical tenet of Iron Mountain as well. For both organizations, environmental and social principles are top-of-mind with internal operations, as well as with customer engagements.

“ Within the scope of our institution’s sustainability policy, we think it is an important step to move to InSight Content Management,” Rasim Hoşrik said. “Although we are obliged to use paper due to our contractual obligations, paper consumption has been reduced as much as possible with this system, and an active role has been assumed in protecting the environment thanks to our digitalized processes.”

## Seeing even more benefits

One major takeaway for KKB after deploying InSight Content Management is that the advantages of sustainability go far beyond corporate social responsibility. By implementing a digital transformation and moving away from paper-based processes, the institution is experiencing lower costs and stronger performance. At the same time, KKB can maintain the highest standards for security and traceability to better serve its members.

Learn about a [five-step digital transformation journey](#) with a video and white paper from Iron Mountain.

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

Contact an [expert at Iron Mountain](#).

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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 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](https://www.ironmountain.com) for more information.

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