

Retiring filing cabinets at a pension agency

Thanks to digitization and AI, retirees are receiving pension benefits three times faster than before

e-ΕΦΚΑ, the Electronic National Social Security Institution, is now processing applications more quickly than ever before while also increasing data security and compliance.

With help from Iron Mountain, the organization scanned decades worth of physical documents, using AI to extract metadata. They modernized with an automated workflow that results in fewer errors and substantial cost savings.

Before this project, employment records spanning from 1980 to 2001 were stored entirely on paper, locked in physical filing cabinets. Every time a pension application arrived, staff faced the daunting task of manually locating and verifying an individual's records. This labor-intensive process was not only time-consuming but also prone to human error, causing delays and inaccuracies. Compounding these challenges was the vulnerability of the paper archives; a single disaster, such as a fire or flood, could have wiped out decades of critical data, jeopardizing both the agency's operations and the pensioners' benefits.

e-ΕΦΚΑ wanted to join the digital age. They sent out requests for proposals and ultimately selected Iron Mountain to provide Document Scanning services and Iron Mountain InSight® Intelligent Document Processing

(IDP). As a result, they cut the time to process new applications down to just one-third of what it was before, greatly improving customer service and reducing costs.

Scanning the archives

The first step in this effort was to scan the more than two decades' worth of hard copy employment records stored in the agency's file cabinets. In all, it totaled more than 10.7 million pages with 35 different document types. The task seemed daunting, but thanks to Iron Mountain's expert assistance, the agency completed the project far ahead of schedule. In fact, they concluded this phase in just half the time they had allotted.

Immediately after finishing the scanning, they moved on to phase two: utilizing IDP to extract the metadata. This process was also highly successful, achieving 85% accuracy in extracting 262 million fields. Iron Mountain's human-in-the-loop (HITL) processes allowed them to quickly fill in any gaps and validate the data. As a result, agency employees can now find old employment data with a quick digital search, and the digital archives offer enhanced security and resiliency compared to the old paper documents.



Industry

Government, Financial Services

Challenge

Paper files and manual processing of applications were slowing down the pension application process

Solution

Iron Mountain Document Scanning, Iron Mountain InSight® Intelligent Document Processing (IDP)

Value

3x faster pension processing, improved efficiency, better data security, enhanced transparency



Streamlining operations

With their files now digitized, agency staff are processing paperwork at three times the previous speed. Once new applications and documents are scanned, the system instantly extracts metadata, enabling a seamless, fully digital workflow. This efficiency leads to pensioners receiving their payments much faster, significantly boosting satisfaction and trust among citizens.

The project significantly reduced operational costs by eliminating expenses tied to processing and storing physical documents. With the manual workflows replaced by digital processes, staff were also free to concentrate on more strategic priorities, such as creating new digital services, enhancing operational efficiency, and driving innovation within its operations.

Preparing for the future

The new digital processes provide a solid foundation for the years ahead:

- Pension data is now more secure and backed up to prevent loss in case of a natural disaster.

- Processes and storage scale more easily without requiring a large real estate footprint.
- Data is standardized, providing enhanced searchability while improving reporting and compliance
- The agency has the ability to expand into additional digital services, opening up new opportunities to aid pensioners and other members of the public.

In short, the agency is not only meeting its obligations but also helping to empower the communities it serves. And it's just the beginning. With a digital foundation in place, the agency is better equipped than ever to serve the public—faster, safer, and smarter.

Learn more about
**Iron Mountain's InSight
Intelligent Document Processing.**



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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 225,000 organizations around the world, and with a real estate network of more than 98 million square feet across more than 1,400 facilities in over 60 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. www.ironmountain.com for more information.

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