

## Industry

Information technology

## Challenge

Manual bottlenecks and workflow delays due to wet ink signatures and paper mail processes for contract and onboarding paperwork

## Solution

Iron Mountain InSight Content Management solution

## Value

- Boosts new customer wins to deliver more revenue
- Increases savings on inward and outward delivery costs to bolster profitability
- Improves business speed to optimize customer experiences
- Secures digital document handling via traceability for regulatory compliance

# Unleashing IT productivity with fast, secure digital process

İşNet is helping companies in Turkey achieve digital transformation by freeing them from paper-based manual processes

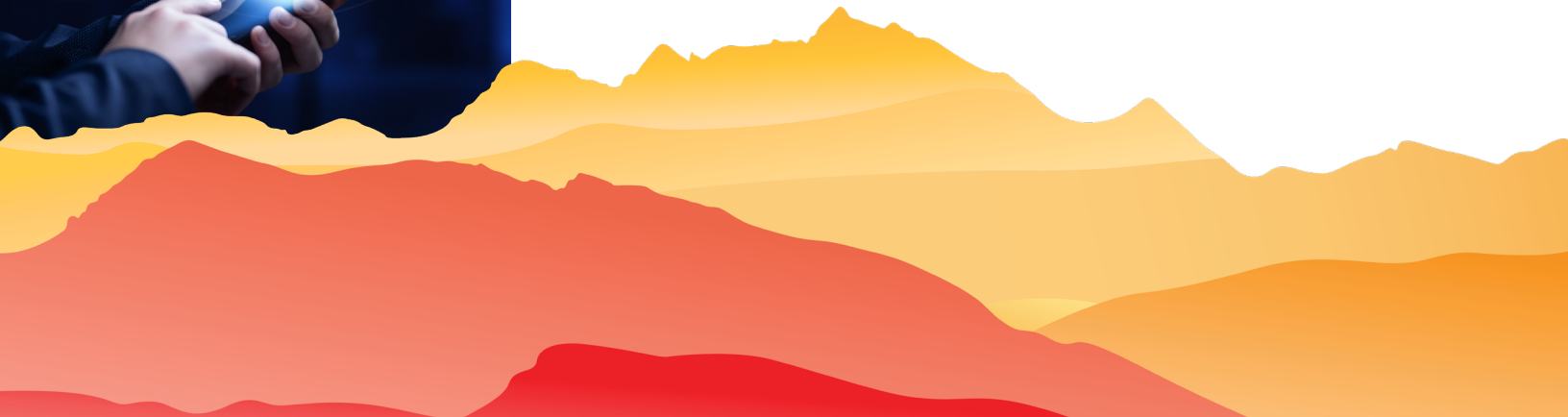
Founded in 1999, [İşNet](#) is an information technology (IT) company based in Turkey helping companies digitally transform via advanced technology. Their offerings span multiple categories including data center infrastructure, cloud optimization, managed monitoring, and e-transformation services. Investments made in robotic process automation, the Internet of things, cyber security, cloud, and artificial intelligence allow İşNet to provide innovative solutions with an eye to future growth.

Recently, the team set a goal to automate manual processes in their e-document business. İşNet approached Iron Mountain about helping them become a paper-free organization. Together, they implemented a low-barrier-to-entry information management solution to enable an end-to-end digital experience for employees and customers.

## Winning new business through automation

Starting in 2020, İşNet watched its customers rapidly move to a remote work model. Thanks to a strong portfolio of cloud-based solutions, they were ready to support this transition – with one exception. In their e-document business, customers still had to complete all contract and onboarding paperwork with physical signatures and conduct business through the mail. As speed became a competitive differentiator for organizations, this manual bottleneck became unsustainable.

The Iron Mountain team worked with İşNet to implement a secure document management system that would allow them to generate and send all paperwork electronically. With its 100% web-based structure, customers can simply log into the system to access their documents, request or apply an e-signatures, and more.



The İşNet team found that its new, automated onboarding process helped them win new business and reduce costs along the way. “The adoption of online contracting processes and the ability to conduct activation procedures on-premises have won us a large number of customers,” said Ayhan Akgöz, Director of e-Transformation Services at İşNet. “Automating processes has made it possible for customers to manage their own contracting and activation processes on an end-to-end basis within any time period they like without having to consult us. Moreover, the reduction in the number of wet-ink contracts has contributed to savings on inward and outward delivery costs.”

### Delivering fast, secure solutions for customers

If increasing process speed was İşNet’s primary objective in a new information management solution, security was a close second. Many of its customers operate in highly regulated industries, and require an electronic document management platform they can trust to securely organize and transfer documents digitally.

The Iron Mountain InSight Content Management solution offered

the safe paperless environment customers were seeking, offering high-level security with an encrypted file repository. Customer-controlled features such as document access control, version control, and an audit trail help keep documents secure and traceable throughout their lifecycle.

The Iron Mountain InSight Content Management solution also increased the speed of business for İşNet’s customers by providing a single pane of glass view of business operations. Customers can generate, organize, and search all relevant documentation from an easy-to-use interface. “We have noticed that the ability to draw up contracts and activate them online, in particular, has facilitated the transactions of financial advisors dealing with large numbers of taxpayers,” explained Akgöz. “This has made a considerable difference in terms of time- the most important factor at busy periods. We have received positive feedback in this regard.”

### Achieving end-to-end digital transformation

İşNet found that its previous solutions featuring a mix of physical and digital formats were inhibiting true end-to-end digital transformation for customers. Manual bottlenecks and

workflow delays made it hard to locate and access essential information, especially for hybrid workforces.

The Iron Mountain InSight Content Management solution has allowed İşNet to provide customers with a newly uninhibited view of operations. Teams no longer have to waste time tracking down forms or signatures from clients. Now, they can generate new forms and request e-signature – all from the same digital platform. The InSight Content Management solution provides a unified view of all relevant documents and where they are in the approvals process, ensuring that the right people have access to the right information at the right time. The solution has proven to be a key enabler of digital transformation for many of İşNet’s customers.

[Learn more](#) about how to turn manual processes into digital automation with Iron Mountain.

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

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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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