

Automate your mailroom

Iron Mountain Correspondence Management

Challenge

Manual correspondence management is a time-consuming and error-prone process that is ripe for transformation. It creates a roadblock to digital transformation, making it difficult to provide information to users where and when they need it, with the security, compliance, and sustainability the business demands.

Impact

Manual correspondence processing impacts efficiency beyond the mailroom. Paper correspondence makes it impossible to enable anytime, anywhere information access that enhances productivity and enables remote work. In fact, employees report spending 25% of their time looking for documents, information, or people.¹

Any organization that handles data needs to carefully consider data privacy and security issues. One data breach can cost \$9 million,² and non-compliance more than

\$14 million.³ Yet, managing paper and electronic documents such as invoices, contracts, and other business-critical information in siloed systems impedes transparency and auditability while complicating data security.

At the same time, sustainability is a growing concern. With business correspondence releasing 750,000 metric tons of CO2 annually—which would take 12 million trees 10 years to offset⁴—paper correspondence negatively impacts sustainability and requires budget for paper and paper storage.



Industry fact

25% of employee time is spent looking for the documents, information, or people they need.

[Human Resources Director magazine](#)



What if you could

Whether you want to increase productivity, support sustainability, improve security and compliance—or all three—automating correspondence management with an enterprise content management (ECM) system can help you overcome traditional mailroom challenges, to:

- Increase efficiency and productivity, including the ability to support remote workers.
- Become paperless or paper-light to contribute to sustainability goals while reducing costs.
- Improve your data security and compliance capabilities.

Iron Mountain Correspondence Management

You can trust Iron Mountain, a global business dedicated to the storage, protection, and management of information and assets, to provide a correspondence management system that meets your needs. With Correspondence Management, our experts can help you:

- **Convert physical mail to digital:** You can digitize your own physical records, or Iron Mountain can do it for you. Optical character recognition (OCR) extracts contents from correspondence to make it easily searchable. Iron Mountain offers low-code/no-code capabilities, so you can further tailor automated workflows to your specific needs for faster, more accurate results.
- **Connect data across platforms:** Integration with existing business systems allows you to connect data across platforms and break down silos.
- **Enable anytime, anywhere access:** Your workforce can search and access their correspondence and the documents contained in it on our secure ECM services platform via a single web-based portal.
- **Protect your business:** Our content platform complies with industry standards and provides auditing, tracking, and reporting capabilities to help you maintain compliance.
- **Manage the entire lifecycle:** Iron Mountain can dispose of your physical mail by storing, securely shredding, or returning it to you.

The results will impact every area of your business, helping you:
 - **Increase productivity:** Give employees access to their mail and the vital documents it contains whenever and wherever they need to from a single web-based portal.
 - **Save costs—and the planet:** Reduce your paper load and bring the cost benefits of electronic mail to all correspondence.
 - **Improve security and compliance:** Better protect mail through robust access controls and security rules, plus features that streamline audit compliance.
 - **Improve security and compliance:** Better protect sensitive data and streamline audit and discovery compliance. Automation reduces human error to help ensure claims are settled appropriately.

1 Human Resources Director magazine, [Employees waste at least 'two hours a day' searching for what they need to work](#), February 2022.

2 IBM, [Cost of a data breach 2022](#), accessed April 2023.

3 Association for Information and Image Management, [The True Cost of Compliance](#), June 2022.

4 Calculation: USPS emitted 1.7 million metric tons of CO2 between 2018 and 2020, and 87% of USPS mail is sent by corporate accounts. Sources: Salon, [The Postal Service plans to spend billions on gas-powered vehicles](#), March 2022; eco2 Greetings, [The Carbon Footprint of Email vs Postal Mail](#), October 2021; United States Environmental Protection Agency, [Greenhouse Gas Equivalencies Calculator](#), April 2023.

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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 for more information.