IRON MOUNTAIN®

TRANSFORM PAPER-BASED OPERATIONS ACROSS UNIVERSITY CAMPUS

DIGITISE | STORE | AUTOMATE | UNLOCK

- CHALLENGE

PAPER AND MANUAL PROCESSES ARE SLOWING YOUR UNIVERSITY DOWN

Today's higher education campuses are experiencing pressing competition to modernise and deliver outstanding student services. However, they are struggling to achieve their goals with limited budget availability while heavily relying on paper-based, manual processes and outdated technology, resulting in:

> Staff are fully occupied with administrative work and with limited time to focus on their core activities

> Disconnected student and employee data leading to duplicative efforts

> Shrinking physical space on campus with ever growing physical records archives

> Poor student experience, with students not having visibility on their data, and waiting unnecessarily to receive basic information such as progress on their applications and communication on University services

Without a unified, digital view on all information, university staff spends precious time searching for key data all the time. Once they find the information, if it is in paper format they still cannot easily share it with their peers. In addition, the compliance team lacks visibility to quickly respond to audit requests or to simply to ensure compliance with data retention policies.

Those challenges have been aggravated by the Covid-19 pandemic, which saw higher education institutions needing to quickly adapt to a rapidly changing landscape and having to find ways to become resilient. In order to mitigate the impact from the crisis, the European Union (EU) has launched the Next Generation EU initiative as part of the wider Recovery and Resilience Facility. Part of the initiative supports the Education sector by devoting at least 10% of the funds of the National Recovering and Resilience Plans to education, including a specific focus on mitigating the digital divide utilising the 20% of the RRF funds to digitalisation.

Iron Mountain, a trusted partner with over 70 years heritage and experience in document information management can help you tap into this initiative to achieve your digital transformation strategy.

+ SOLUTION

GO PAPERLESS!

Iron Mountain Paperless University solution is a comprehensive suite of services streamlining your higher education paper-based operations across the entire campus, transforming student and employee experience while achieving compliance. Our solutions enable higher education institutions to capture all student and employee information, from student enrolment and admissions, physical correspondence or back office related processes such as purchase orders or staff annual leave requests. All data are then introduced into tailor-made digital workflows to enhance university processes and drive efficiency. You get quick and secure access to scanned physical documents or digital records stored in a secure central on premise information management and content services platform.

BECOMING A PAPERLESS UNIVERSITY: HOW IT WORKS

DIGITISE

Digitise all legacy documents, index and search different types of documents whether in folders or security access protocols, and automated workflows. Net-new files can be scanned by university staff or by Iron Mountain scanning experts on a weekly basis. You also have the option to deliver the content to one of Iron Mountain scanning facilities to perform the digitization process offline. Leveraging optical character recognition (OCR) technology, all documents are available in the file formats you need.

STORE

Store encrypted files on the Iron Mountain digital repository. Electronic records are encrypted at rest and during transmission across a secure network with encryption-key access. Role-based permissions enable authorised users to access only the information they need, wherever and whenever they need it. Students and staff have the ability to share files internally and externally depending on access granted. Documents that require higher layers of confidentiality can be encrypted with an additional personal key.

AUTOMATE

Scanned documents and images are ingested into the digital repository system, accessible by all students and employees and can then be leveraged for digital workflows. You will have the ability to fully automate students' journey, from the early stages of the admission application up until graduation including applying for financial aid, housing allowance or even requesting for diplomas, academic transcripts or graduation requirements. In addition, teachers can benefit from automated registration of students, on time student follow up including but not limited to attendance, behavior, and achievements.

UNLOCK

Role-based permissions enable authorised users to access the information they need 24/7. Students can access their information and manage requests without the need of additional licenses granted to individuals. Iron Mountain can provide easily accessible reports and teachers can gain insights from data to track and compare historical averages for the same program and also evaluate progress towards earning a degree.

END-TO-END SERVICE OPTIONS

You're unique – customise your solution!

> **Records Storage**: We can pick up, transport and securely store customer records based on compliance guidelines – we pack, prep, label customer files, and transport them to an Iron Mountain Super Centre.

> **Information Governance:** Our Advisory Services team of professionals have dedicated themselves to assist you with reviewing, improving, or accelerating the intricacies of information retention, privacy, compliance and risk management.

> **Smart Sort:** We will sort and reorganise your files according to destruction eligibility, record type, record status, unique identifier - or whatever you require.

> **Clean Start:** We'll manage the clean-out process and provide services to facilitate the secure destruction or donation of the items you no longer need.

WHAT YOU GAIN

+ ALIGN to the EU Next Generation initiative for Education (part of the Recovery and Resilience Facility initiative) to accelerate your digitalisation and digital transformation plans.

+ MANAGE typical paper-based processes on the entire campus digitally through one single, easy to access content repository.

+ IMPROVE student and employee experience and satisfaction when using services.

+ PROTECT student and employee data privacy across the entire information management process and make all activity auditable and traceable.

+ SECURE and manage content with the ability to adapt to future needs.

+ REPURPOSE valuable campus real estate (e.g., new classroom).

+ ELIMINATE inefficiencies and improve productivity allowing you to re-invest the savings in what matters most, education and research.

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