

ELIMINATING THE ENDLESS SEARCH FOR DATA

Intelligent Document Processing

As state and local government agencies continue to expand digital citizen services and generate new data, much of that information continues to end up in legacy systems where nothing “talks” and nothing is connected. According to an estimate from [MIT](#), as much as **90 percent of electronic data is unstructured**. Whether it’s in a database silo or a stand-alone cloud repository, information is too often inaccessible.



A report on the [Future of Government](#) by Deloitte Insights found that by “using common infrastructure and technology, traditional back offices can become center offices that strategically support a plethora of functions and front-end government operations.” Streamlining and organizing data on the back end needs to be a major component of all modernization efforts.

THE DATA INACCESSIBILITY CHALLENGE

State and local government agencies frequently have limited insight into many data repositories, lack basic awareness of contents, and ultimately spend many hours a week searching for, locating, and extracting important information. Access is further impaired by data trapped in analog formats (i.e., paper, fiche, etc.). By 2023, at least 85 percent of government entities without a total experience strategy will fail to successfully transform digital services. According to [Gartner, Inc.](#), "Governments that continue to focus on citizen and employee experience initiatives separately will miss out on essential synergies to effectively transform their services."

THE DATA ACCESS SOLUTION

State and local government agencies seek to modernize operations by adopting and integrating emerging technologies and systems that support secure, flexible work environments, while delivering streamlined services to constituents. An IDP solution will extract useful information from both structured and unstructured documents, enabling optimal document process automation that's more than 50 percent faster and more accurate than traditional scanning and OCR solutions - at a 30 percent cost savings. This drives operational efficiencies for the agency's workforce and is a critical step towards enterprise information management. IDP enables organizations' pursuit of automated data processing, improved data accessibility, and more robust content searching, while:



Enhancing the citizen experience



Integrating with REST APIs that feed customer repositories



Complying with data privacy and security



Focusing on cost savings, return on investment (ROI), and outcomes

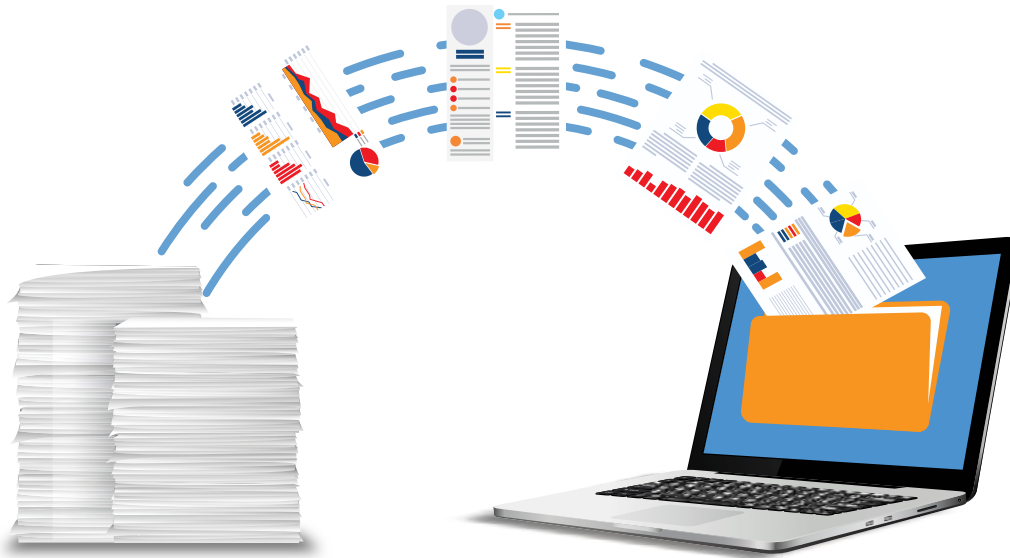


Eliminating government process backlogs with digitized, structured data collection and retrieval capabilities to provide faster information access



Using data analytics and qualitative information to select high-priority work

Iron Mountain's InSight® IDP solution, powered by Artificial Intelligence (AI)/ Machine Learning (ML) algorithms, delivers a platform for advancing organizations' digitalization and data accessibility journey. InSight® identifies key fields on each record and digitally captures data as files move through the IDP digitization process. With one touch, data in documents becomes valuable information - to be searched, queried and used in applications that enable automated workflows.



IDP OUTCOME - MAKING THE MOST OF YOUR DATA

As agencies continue on the path to digitalization, data accessibility and digital constituent services, consider how you are capturing information on the back-end to ensure accessibility on the front-end. Tagging and classifying documents is critical to the success of your teams, enabling them to locate and unlock digitized data. Advancements in automated data capture and unstructured data accessibility are enabling streamline mission attainment and digital delivery of services, resulting in superior citizen experience.

To see a demo or learn more about how IDP and our InSight solution can help your organization extract value from your information, contact us at publicsector@ironmountain.com

ABOUT IRON MOUNTAIN

Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organizations lower the costs, risks and inefficiencies of managing their physical and digital data. Founded in 1951, Iron Mountain manages billions of information assets, including backup and archival data, electronic records, document imaging, business records, secure shredding, and more, for organizations around the world. Visit the company website at www.ironmountain.com for more information.

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