

The impact of InSight in Financial Services

"With InSight, we have visibility into what's going on with our portfolios. From an effectiveness and efficiency standpoint, there is definitely a gain for both customer service as well as internal review."

Gain efficiency

Real-time answers

"If a customer disputes something from a loan they originated five years ago, our employees you can look that up in real time, answer the customer's question and provide a copy."

The financial services organization had more than 20 million documents in the platform and added 10,000 more daily; the COO there said that InSight handled the large volume well.

Scale with ease

Track data

"InSight makes it easier to be able to track underlying data elements within those documents – it finds them automatically and allows us to leverage the information."

"InSight allows you to identify [if there should be] a change in terms and conditions at a faster rate than you would be able to do in a manual review."

Pivot quickly

Collaborate on exceptions

"As part of a defined workflow within InSight, if you're reviewing a document and come across an anomaly to take action on, you can share it electronically with another analyst. InSight makes it a lot easier to be able to pass those documents."

"InSight has certainly helped ensure that we are not in the position where we would potentially get fined. And it makes it easier to respond to [audit] requests."

Ease compliance

Save on storage

"The last couple years we've drawn down the volume, digitizing what we needed to keep and shredding what we did not. The vast majority [of that reduction was] due to InSight and the ability to digitize the documents and tie them to a customer record so we can get rid of the paper copy."

InSight enabled customer representatives to focus on revenue generation. The COO at the financial services organization explained that customer representatives saw improved productivity with InSight. They used the saved time to open more customer accounts.

Generate revenue

Source: The Total Economic Impact™ Of Iron Mountain InSight, a commissioned study conducted by Forrester Consulting, September 2023.

