Brochure

Iron Mountain Back Office

How financial institutions achieve end-to-end efficiency gains, compliance, and customer satisfaction

IRON MOUNTAIN®

The back office bottleneck - are you keeping pace?

Financial institutions, bogged down by document-intensive processes, must carefully manage risk and maintain efficiency while keeping customers satisfied.

The cost of high-volume, manual back-office practices continues to rise. Regulatory requirements are growing more cumbersome. And staying competitive means finding faster ways to sift through documents and search for information, often while the customer waits.

Efficiency and risk are top of mind, while AI becomes mandatory, along with the need to create standout customer experiences. It's a real struggle, as documents and information are often trapped in different systems, outdated software, and paper-based processes.

Financial services executives already see a better way to:

- Automate back office processes
- Make information accessible
- Streamline audit-ready compliance

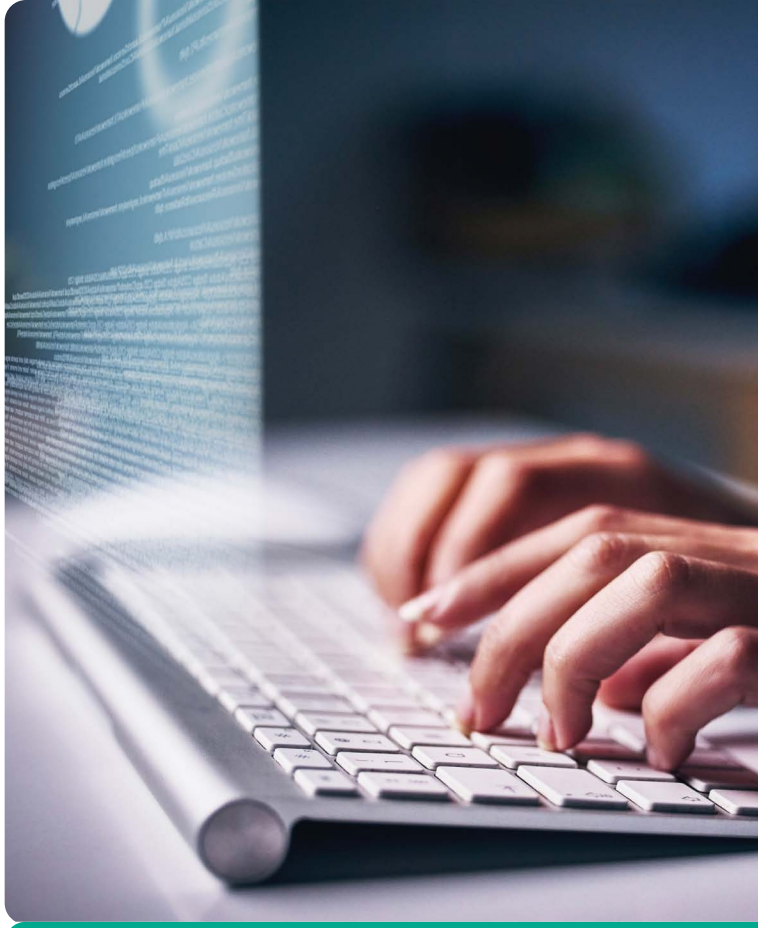
This is achieved through an AI-driven document-centric back office digital transformation that automates workflows and centralizes data. In fact, industry experts urge financial institutions to act immediately to adopt tech-powered transformation and a data-enabled customer focus.[1]

Executives and line-of-business managers in this space will need to pull the right levers to control costs and stay on the path of sustainable growth.[2] They will need comprehensive digital and physical content management, intelligent document processing, workflow automation, AI capabilities, and information governance capabilities—all seamlessly integrated.

Industry fact

The average organization uses data from 400 sources to extract business insights, and 90% say it's challenging to make data available in a consistent format.[3]

[1] PwC, Retail banking 2025 and beyond.
[2] Deloitte, 2025 Banking and capital markets outlook.
[3] Matillion and IDG Survey, Data Growth is Real, and 3 Other Key Findings.



High-level demands and challenges

- Document management continues to be a problem, forcing staff to **manually handle and validate documents**.
- **Legacy applications lead to data silos across multiple content management systems and stand in the way** of nimble software-as-a-service (SaaS) solutions.
- **Data needs to be AI-ready and audit-ready** for efficiency, customer service, and compliance.

Iron Mountain Digital Back Office

A single, automated, and secure AI-driven SaaS application to manage, control, and access physical and digital financial documents

What if your bank's back office could operate with unmatched efficiency and accuracy? It can. Iron Mountain engages with financial institutions to deliver these benefits for retail and commercial banking, from mortgages to auto lending, to commercial onboarding and trade financing.

Iron Mountain's deep document management expertise empowers financial institutions to transform document-driven processes digitally.

The **Iron Mountain Digital Back Office** is an AI-driven SaaS solution that organizes and validates all the messy paperwork and digital files in a bank's back office operations. It extracts key data, classifies, and implements efficient quality control and compliance workflows, providing easy access to consistent information. Leveraging AI, it deploys Generative AI for document summarization and interrogation and AI agents to automate mundane, repeatable tasks. This drives process improvements, increases efficiency, and reduces costs.

Financial institutions benefit from Iron Mountain's 70+ years of expertise in document management and secure chain of custody.

The solution uses technology accelerators such as intelligent document processing, workflow tools, business rules, generative AI (GenAI), agentic AI, and analytics capabilities.

This means you can:

- Easily convert paper documents to digital and manage them just like your digital files.
- Handle cases and exceptions consistently through a simple online portal.
- Significantly cut down the time, effort, and expenses of staying compliant with regulations.

The result? Streamlined processes, improved customer experiences, and enforceable and auditable compliance.

Proof points: Unlock hidden efficiencies in bank operations

Leading and innovative financial services organizations are already realizing the benefits of the Digital Back Office solution from Iron Mountain. **Their banking back offices, which were once considered cost centers, have evolved into strategic growth accelerators.**

Iron Mountain customer stories:

A large North American bank **achieved 4x faster revenue timelines and compliance resolution** by automating processes for up to 1 million loans annually.

A global U.S. bank **handles 13 million monthly documents across 30 lines of business** using Iron Mountain InSight® to digitize and centralize operations. Read the case study

A national leader in payment management solutions **expands its processing footprint** by transforming mail operations. Read the case study

A top-five credit union **processes more than 2 million mortgage documents monthly** with high accuracy, leveraging automated workflows.

A major U.S. insurance company successfully divested part of its business to two new owners, **locating and turning over 1.9 million specific insurance policies within 12 months.**

A regional bank **maintained a secure document chain of custody** while decommissioning a data center and hundreds of data-bearing IT assets at end-of-life across five locations.

Benefits of Iron Mountain Digital Back Office for financial services

Iron Mountain delivers banking solutions for document-intensive processes in retail and commercial banking—focused on driving efficiency in document preparation, handling, and processing.

Consumer / Retail

- **Auto lending:** Drive operational efficiency and cut costs between the dealership and the lender. Process loans more accurately while minimizing compliance risks.
- **Mortgages:** Scale operating expenses in direct relation to revenue. Improve loan quality and delivery timelines. Unlock data for new revenue-generating activities.
- **KYC:** Open new accounts and validate customer information with speed and ease while reducing redundant document submissions and verifications, accelerating your onboarding.

Corporate / Commercial

- **Trade Finance:** Efficiently process Bill of Lading to Letters of Credits, extracting key information, accelerating payment release while minimizing fraud.
- **Onboarding:** Streamline commercial onboarding and reduce risk by accelerating document collection and verification of a company's identity, ownership, and legitimacy.

The Top 10 most document-intensive processes in banking and insurance

- **Loan origination and servicing**
- **KYC (Know your customer) and AML (Anti-money laundering) compliance**
- **Onboarding – Account opening/closing**
- **Customer due diligence and enhanced due diligence**
- **Trade finance**
- **Investment and wealth management**
- **Fraud investigations and disputes**
- **Policy applications and underwriting**
- **Policy administration and renewal**
- **Claims management**

Meet the comprehensive approach to digital banking

Iron Mountain's Digital Back Office solution leverages powerful and proven technology tools and services with plenty of options to meet your specific needs—including unified ingestion, multisite processing, smart workflows, and more.

InSight® Digital Experience Platform (DXP): A scalable end-to-end SaaS platform. The modular platform allows you to incorporate digital and physical content management and information governance capabilities to transform your information experience.

Quickly turn documents into searchable, actionable data for smarter decisions and superior service.

Boost efficiency with automated workflows and AI expertise tailored to your needs.

Reduce cost and errors with precise data extraction, ensuring quick access and audit-readiness.

> Iron Mountain InSight DXP "provides the architectural foundation and modular services for developers and practitioners to create, orchestrate, and optimize digital journeys at scale—driving loyalty and new commerce outcomes across owned and third-party channels."
>
> – Forrester[4]

[4] Forrester, The Digital Experience Platforms Landscape, Q2 2023.

AI Agents

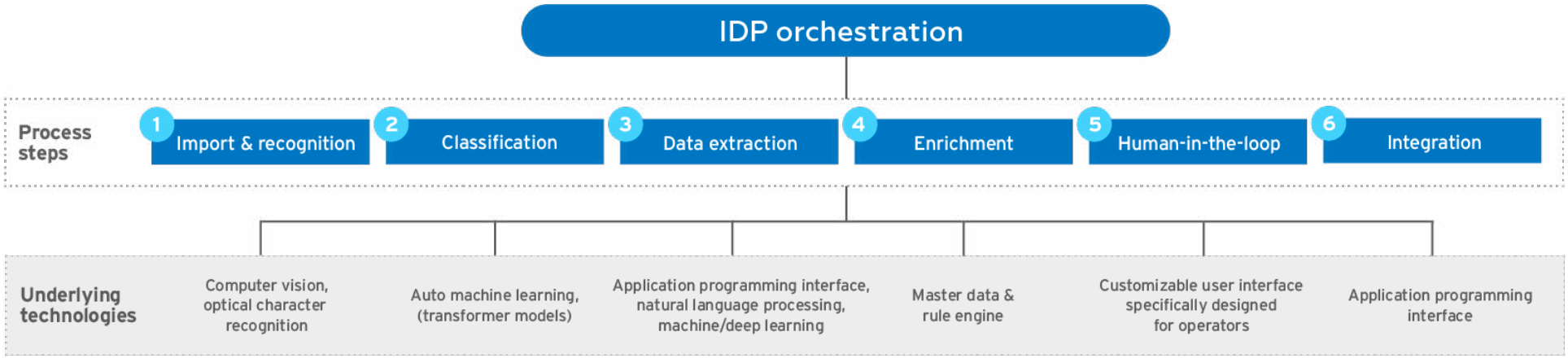
InSight DXP leverages the latest AI advancements, including GenAI and agentic AI. The AI-powered platform enables rapid document understanding and intelligent decision-making from unstructured data. Its specialized AI agents respond to natural language queries and quickly scan all data, complete tasks, and generate reports so you can deliver the relevant information and insights stakeholders need.

InSight Intelligent Document Processing (IDP)

A cloud-native SaaS platform, working with InSight DXP, adds context to structured and unstructured data through AI-powered data extraction and classification. It quickly converts documents into useful information. InSight IDP enables teams to create their own automated workflows and provides a low-code development environment with an AI model library.

InSight IDP, with human-in-the-loop validation, produces average data extraction accuracy rates of over 97%.

– Iron Mountain internal testing, January 2025



End-to-end offering for information management with digital and physical storage

Iron Mountain can support the entire data lifecycle and customer journey, helping your organization:

- Accelerate the physical-to-digital transformation
- Optimize and automate business process workflows
- Improve and manage information governance policies and procedures
- Maintain and protect essential digital and physical records
- Unlock the power of data through intelligent document processing

Intelligent Business Process Management (iBPM) managed service option

For financial institutions that need to transform document-driven processes, iBPM offers holistic managed services and deep document management expertise. It can include our experienced people, advanced technologies, global real estate, and proven processes, among other services. That means you can address operational challenges while optimizing costs and resources, enhancing efficiency, and scaling seamlessly. The approach is tailored to your business needs, with services for:

- Retail, corporate, and international
- Auto, commercial and consumer loans, and mortgages
- Trade financing
- Insurance policy and claims administration
- Back-office fulfillment, HR, KYC, and mailroom

Why work with Iron Mountain

Trusted globally for end-to-end information security, advanced technology, and superior customer experiences

For more than 70 years, Iron Mountain has been a **trusted advisor** in document-centric asset management and processing. Consider our **global footprint and scale** as well, with over 140 imaging sites across 45 countries processing over 2.4 billion images per year.

These are just a few of the many reasons Iron Mountain has earned **industry recognition**, including being named #1 in the AI implementation category by the Mass Technology Leadership Council Tech Top 50. This highlights our leadership in harnessing cutting-edge AI to deliver impactful solutions. Iron Mountain is also named number 19 in the 2024 Everest Group's global top 50 business process services companies based on revenue and year-on-year growth.

Your financial institution will benefit from Iron Mountain's **advanced technology**. Imagine a **unified digital and physical content management platform** with the latest **AI technology** for efficient, **automated end-to-end business processes.**

Additional considerations that have motivated many of your financial industry peers to work with Iron Mountain:

Secure logistics

We have over 97m sq ft of warehouse capacity, a 4600+ vehicle transportation fleet for document transport from branches and offices to processing sites

End-to-end security

We securely handle customer assets from transport to storage—both digital and physical

Flexible staffing

We can staff with our trained workforce, rebadge your team, or provide offshore resources to support business process execution

Iron Mountain's suite of information lifecycle management solutions supports billions of assets worldwide. That's because Iron Mountain helps organizations securely manage data, media, and physical and digital documents through secure workflows and complex business processes.

From asset preservation to information management, data migration, and secure disposal, Iron Mountain provides trusted, innovative solutions that lower risk and drive success.

Hear from Iron Mountain customers

"The number one value of InSight is efficiency. It's a secure system that allows our employees to look at a customer and get all associated documents for that account in one place … The documents created by multiple systems are tied into one master system."

– COO, financial services

"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."

– COO, financial services

Read the white paper

Maximize your potential

Iron Mountain is ready to be your strategic provider in caring for your information and assets. A global leader in records and information management services and trusted by more than 225,000 organizations around the world, including over 90% of the Fortune 1000, we protect, unlock, and extend the value of your work—whatever it is, wherever it is, however it's stored.

Learn how the Iron Mountain Digital Back Office solution can help you drive efficiency and reduce costs while keeping customers satisfied. Contact us today.

800.899.IRON | ironmountain.com

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 225,000 organizations around the world, and with a real estate network of more than 98 million square feet across more than 1,400 facilities in over 60 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 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.

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