

Transform your information experience with AI

Iron Mountain InSight Digital Experience Platform (DXP)

Business challenge

Organizations are driving to create a differentiated customer experience, but it's difficult to do that when you cannot easily access information in disparate systems, legacy applications, and paper-based manual processes. Lack of data consistency and availability obstructs automation, obscures data-driven insights, reduces employee productivity, and complicates compliance reporting along with timely response to audits and legal action.

Impact

Many organizations still rely on manual systems and processes to manage their organizational workflows. These manual processes—often with a mix of physical and digital documents—can cause bottlenecks and delays and make accessing information difficult, especially for hybrid workforces.

Most organizations are subject to multiple data security and privacy regulations, and noncompliance costs average more than \$14 million.¹ But the cost of achieving compliance isn't trivial. The labor intensity of document and data management

accounts for 94%² of annual compliance maintenance costs, which can add up to \$31 million.³

Leading enterprises view digital transformation as an imperative,⁴ using technology to extract insights from data that can improve decision-making and provide better customer experience. However, when information is stored on paper, it's hard to find and can't be easily accessed or shared. Information silos and the resulting information management inefficiencies impede the ability to effectively connect and use data.



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.

IDG



What if you could

Leverage a unified, automated, and secure platform with comprehensive solutions to access, manage, govern, and monetize both digital and physical assets. It's easy to quickly design, build, and implement solutions to meet unique requirements across multiple industries so you can:

- Transition physical information to digital and continue to manage the digital information lifecycle.
- Manage digital and physical information consistently across channels via a single web-based portal.
- Reduce compliance time, effort, and costs.

Iron Mountain InSight DXP

Empower intelligent decision-making with Iron Mountain InSight® DXP, our scalable end-to-end software-as-a-service (SaaS) platform. InSight DXP connects information across multiple sources through integrations with your key business processes and systems and adds context to unstructured data as it is ingested and processed. The modular platform can be used to quickly build solutions with digital and physical content management, intelligent document processing, workflow automation, and information governance capabilities.

The platform utilizes the latest advances in AI, including generative and agentic AI, to enable rapid document understanding and intelligent decision-making from unstructured data. Specialized AI agents quickly deliver relevant information and insights—including generated documents and visuals—from natural language queries across all data, with easy sharing of insights and information directly with stakeholders.

InSight DXP enables you to:

- **Automate your manual processes:** Intelligent Document Processing adds context to unstructured data through AI-powered data extraction and classification to reduce time, effort, cost, and errors, allowing you to focus on driving your business rather than searching for content and performing tasks such as organizing content manually.
- **Make information accessible and useful:** Content Management provides a single pane of glass view of your digital and physical documents and automates workflows so you can drive great customer and user experiences. Easily place digital file delivery orders for any paper-based

records you need with status tracking on the platform.

- **Enable audit-ready compliance:** Information Governance systematically applies retention and data privacy policies so you can manage and enforce obligations for relevant content. AI technology automatically detects and obscures personally identifiable information (PII) to minimize risk of data exposure. Enhance data awareness and streamline business processes by running data discovery analyses with Information Governance services to eliminate redundant, obsolete, and trivial (ROT) data.

You can get started quickly with out-of-the-box capabilities for industry-specific or horizontal use cases, or work with our professional services to customize a solution for your unique needs.

Provide a unified digital experience

Contact Iron Mountain to learn how InSight DXP can help unify information to accelerate data-driven insights and streamline compliance.

¹ Association for Information and Image Management, [The True Cost of Non-Compliance](#), June 2022.

² National Bureau of Economic Research, [Tracking the Cost of Complying with Government Regulation](#), February 2023.

³ VentureBeat, [Data privacy is expensive - here's how to manage costs](#), October 2022.

⁴ Statista, [Priorities for IT technology initiatives in companies worldwide from 2020 to 2023](#), November 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 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 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.

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