Solution brief

Transform the information experience

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 resources, 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 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.

[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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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 physical and digital 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 information consistently across channels via a single web-based portal.

> Reduce compliance time, effort, and costs.

Iron Mountain InSight DXP

Iron Mountain InSight® DXP is a scalable, low-code, software-as-a-service (SaaS) platform that ingests and processes unstructured content and can integrate with your key business processes and systems via pre-built connectors or application programming interfaces (APIs).

Strengthen the records and information management capabilities lacking in your existing environment via pre-built workflows, document types, metadata, retention rules, connectors, and AI prompts.

The platform includes secure generative AI (genAI) to enable fast access to data trapped within documents in an isolated environment.

InSight DXP enables you to:

> **Automate your manual processes:** Use our powerful artificial intelligence (AI) enrichment and automation across physical and digital assets 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.

> **Enable audit-ready compliance:** Support government, industry, and internal security and compliance requirements with industry- and jurisdiction-specific retention and privacy obligations, policy enforcement, and audit reporting so you can systematically manage and enforce obligations for relevant content.

> **Make information accessible and useful:** Leverage a unified platform to quickly access all your content with integrations into your environment so you can drive great customer and user experiences.

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.

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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 220,000 organizations around the world, and with a real estate network of more than 85 million square feet across more than 1,400 facilities in over 50 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.