

# Transform customers' 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. Your customers are looking to you to provide integrated solutions that help them access, manage, govern, and monetize both physical and digital information across silos. You need a way to quickly design, build, and deploy comprehensive, secure, and compliant content management solutions on a single platform.

## Impact

Outdated, clunky tools delay solution development. Your customers expect solutions to their problems to be delivered quickly and with high quality. In addition, they want to be able to leverage the latest technologies, such as intelligent document processing (IDP) and generative AI (GenAI) to transform their customer journey and experience, but they struggle to incorporate these with legacy platforms. This impacts both customer satisfaction and your bottom line. Increasing the speed of deployment with modern, integrated solutions and tool sets gets your customers up and running faster and increases sales velocity.

Solutions that require integrating multiple vendors' tools and platforms take longer to deploy and are more difficult to service and support. Dealing with separate vendors for digitization, physical and digital content management and storage, IDP, and information governance is tedious, time-consuming, and error prone.

Most organizations are subject to multiple data security and privacy regulations, and noncompliance costs average more than \$14 million.<sup>1</sup> But solutions built using multiple vendors and platforms can make it complicated to meet the security and compliance obligations required by your customers.

<sup>1</sup> Association for Information and Image Management, *The True Cost of Non-Compliance*, June 2022.



## Industry fact

The global DXP market is expected to exceed \$27 billion by 2030, with a compound annual growth rate of 11.9%.

Grand View Research



More vendors mean more compliance and security assessments, audits, and certifications you need to complete and monitor.

## What if you could

Leverage a unified, automated, and secure platform with templated design tools to build comprehensive solutions to help your customers 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 help your customers:

- 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

For partners and systems integrators (SIs) who need to solve customers' pressing content management, document processing, and workflow automation challenges, Iron Mountain InSight® DXP allows you to quickly design, build, and publish custom solutions for your customers' unique requirements across multiple industries.

It includes comprehensive physical and digital information management

and governance capabilities on a low-code modular platform that can be customized quickly and easily with the ability to design, build, and publish solutions in real time. This scalable software-as-a-service (SaaS) platform ingests and processes unstructured content and can integrate with your customers' key business processes and systems via pre-built connectors or application programming interfaces (APIs).

Help your customers strengthen the records and information management capabilities lacking in their 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.

It comes with extensive security and regulatory compliance certifications from a vendor with a 70+-year reputation for securing and protecting information. It will not only allow you to provide your customers with a quicker and more efficient solution, it will also set you and your customers up for success as your organization continues to scale and grow.

InSight DXP enables Iron Mountain partners and SIs to:

- **Rapidly build solutions:** Use our scalable low-code platform and templated solution design tools to

quickly create packaged horizontal and vertical intelligent document processing and workflow automation solutions for your customers' unique needs in real time.

## Provide a unified, digital experience

Contact Iron Mountain to learn how InSight DXP can help you quickly design, build, and deploy comprehensive, secure, and compliant information management solutions in a single platform.

- **Integrate easily:** APIs allow you to build solutions that integrate with your customers' systems while a headless content management system allows customers to manage content in one place and deploy on any digital channel.
- **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 help your customers systematically manage and enforce obligations for relevant content.

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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](https://www.ironmountain.com) for more information.

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