

Brochure

# Transform your information experience

Iron Mountain InSight Digital  
Experience Platform (DXP)



# What's standing in the way of digital transformation

For most organisations, the digital transformation journey is well underway, and it continues to be a priority for global companies.<sup>1</sup> One of the main drivers of digital transformation is using technology to extract insights from data to enhance decision-making and improve customer experiences. However, when information is stored on paper, it's hard to find, and can't be easily accessed or shared. And dealing with separate suppliers for online content management, paper document processing, physical and digital storage, information governance, and lifecycle management is tedious, time-consuming, and error prone.

These data silos and the resulting management inefficiencies impede innovation. Enterprises want to use the latest technologies, such as intelligent document processing (IDP) and generative AI (genAI), but incorporating these with legacy platforms is a struggle. Many organisations still rely on manual systems and processes to manage their organisational workflows. In fact, the average organisation uses data from 400 sources, then has to manually recode the data to get it into the format required.<sup>2</sup>

Manual processes and a mix of physical and digital documents can cause bottlenecks and delays and make accessing information difficult, especially for remote and hybrid workers.

In addition, enterprises need faster, less costly ways to comply with multiple data security and privacy regulations. While noncompliance costs average more than \$14 million, the cost of maintaining compliance isn't trivial.<sup>3</sup> Labour-intensive document and data management accounts for 94% of annual compliance maintenance costs,<sup>4</sup> which can add up to \$31 million.<sup>5</sup>

## Industry fact

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

IDG

## Enterprise challenges and goals

- Manual processes are labour-intensive, costly, error prone, and lead to poor user experiences.
- Compliance is time-consuming and costly.
- Providing a differentiated digital experience to customers and employees is challenging without the ability to effectively connect and use data.

## System integrator challenges and goals

- Outdated, clunky tools delay solution development.
- Solution implementations require integrating multiple supplier tools and platforms.
- Multiple suppliers and platforms can complicate meeting customers' security and compliance requirements.

<sup>1</sup> Statista, Priorities for IT technology initiatives in companies worldwide from 2020 to 2023, November 2023.

<sup>2</sup> IDG, Data Growth is Real, and 3 Other Key Findings, January 2022.

<sup>3</sup> Association for Information and Image Management, The True Cost of Non-Compliance, June 2022.

<sup>4</sup> National Bureau of Economic Research, Tracking the Cost of Complying with Government Regulation, February 2023.

<sup>5</sup> VentureBeat, Data privacy is expensive - here's how to manage costs, October 2022.



## Iron Mountain InSight DXP

Manage and access physical and digital information from a unified, automated, and secure platform

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 key business processes and systems via pre-built connectors, or application programming interface (API). The modular platform can be used to quickly build solutions with physical and digital content management, Intelligent Document Processing, workflow automation, and information governance capabilities.

With InSight DXP, you'll have an automated and intelligent way to digitise paper-based information and integrate it with digital information across multiple formats and systems. In the platform, you'll have process transparency, insightful dashboards, and customisable workflows and reporting to match business needs.

To manage compliance, you'll also have tools to systematically manage and enforce defensible records retention rules and privacy obligations for relevant content leveraging platform integration to the Iron Mountain Policy Centre solution.

Iron Mountain InSight DXP is unique because it includes comprehensive physical and digital information management and governance capabilities on a low-code modular platform that can be customised quickly and easily with the ability to design, build, and publish solutions in real time. This scalable platform comes with extensive security and regulatory compliance certifications from a supplier with a 70+-year reputation for securing and protecting information.



**For system integrators:** If you need to solve your customers' pressing document processing and workflow automation challenges, InSight DXP allows you to quickly design, build, and publish custom solutions for your customers' unique requirements across multiple industries.



**For enterprises:** If you need to automate manual processes, enable audit-ready compliance, and make information accessible and useful, InSight DXP uniquely allows you to access, manage, govern, and monetise both physical and digital assets in a unified, automated, and secure platform.



## An overarching digital experience

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Iron Mountain InSight DXP offers comprehensive SaaS solutions for accessing, managing, and governing physical and digital assets on a unified, secure platform.

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.

It's built on the following field-proven technologies.

### Digitisation

Through a combination of Iron Mountain's document scanning expertise, infrastructure, and a modern, secure cloud storage repository in Iron Mountain InSight, we help you find what you need when you need it most. After converting your physical information to digital, you'll be able to centrally access your information, free up valuable workspace, and make handling of your information and its usage much easier in Iron Mountain InSight.

### Content Management

Iron Mountain InSight Content Management uniquely provides a centralised view of your physical, digitised, and digital-native content. You can search, view, and edit your content; validate data against your system of record; and automate routing of documents as part of business workflows.

It includes integrations with the latest genAI applications and a headless content management system allowing you to manage content in one place with the ability to deploy on any digital channel you choose. You can use customisable dashboards to see document processing analytics and reporting. It enables you to:

- **Improve insights** for decision-making with the ability to digitise, search, view, share, notate, manage, archive, and dispose of physical and digital information.
- **Increase efficiency** by working with a team of experts, and/or creating your own customised, automated workflows and electronic forms to speed document processing with greater accuracy.
- **Streamline compliance** and improve productivity using automated workflows to apply industry-standard policies for governance and retention to reduce the time, effort, and cost of compliance along with the chance for errors.

### Claims processing made simple

A top US insurance provider classified and sorted over one million files and stored three terabytes of data, saving millions of dollars to streamline its entire claims processing service offering. [Read the case study.](#)

## Intelligent Document Processing

Through Iron Mountain InSight Intelligent Document Processing (IDP), you can extract and structure data trapped inside your documents. The low-code environment makes it possible for anyone working with documents to structure their data for analytics and automation. IDP transforms your organisation with the ability to:

- > **Quickly turn physical and digital documents into data you can use** by digitising, splitting, extracting, classifying, tagging, and verifying information with speed and accuracy so you can make informed decisions and improve customer service.
- > **Increase productivity and efficiency** by leveraging our team of experts, and/or with IDP, creating your own automated document processing so you can innovate and grow.
- > **Reduce time, effort, cost and errors** responding to discovery requests and audits by automating document processing, triggering potential exceptions or violations so you can comply and quickly respond to audit requests.

### Wills in days

UK government agency HMCTS uses InSight to read, process, and sort wills, improving the experience for users of its online will search-and-order website. [Read the case study.](#)



## Digitising the mortgage mailroom

A leading mortgage lender used InSight to classify, extract data, and apply policy to more than 250 document types, resulting in 25% cost reduction and 30% customer increase. [Read the case study.](#)

## Industry solutions

Iron Mountain InSight offers a variety of both cross-industry and industry-specific pre-built solutions, including but not limited to:

- > **Digital mailroom:** Eliminate paper at your front door and route mail directly to Iron Mountain to scan, index, and quality control to meet your requirements.
- > **Human resources (HR):** Manage your full digital employee record by enabling employees and internal business partners to participate in automated workflows with integrations to eSignature and HR systems.
- > **Invoice processing:** Speed up the month-end-close, and reduce manual data entry by digitising, classifying, and extracting key information from invoices to feed into automated workflows.

## Solution Designer

For partners and systems integrators who need to solve customers' content management and workflow automation challenges, Iron Mountain InSight Solution Designer is modular and easily customised with low-code and templated solution design tools that can be used to create custom user interfaces and workflows. Get a head start on your unique configuration needs so you can:

- Quickly design, build, and publish custom solutions for your customers' unique requirements, such as industry specific workflows.
- Leverage pre-defined templates and solutions, all of which can be modified to meet an organisation's unique needs, preventing everything from being built from scratch.
- Enable users to quickly build and immediately deploy solutions or changes, boosting productivity and reducing administrative overhead requirements.

### Streamlining regulatory compliance

Purdue Federal Credit Union worked with Iron Mountain Information Governance Advisory Services to create a retention schedule, automate the rules through Policy Centre, and integrate with their content management system. [Read the case study.](#)

## Information Governance

Iron Mountain can help you mitigate risk and avoid costly fines through information governance (IG) best practices and services. We offer solutions that enable you to apply retention and classification policies, provide strong governance, and safeguard privacy across all your data in virtually any format, at every point along the lifecycle. Through Iron Mountain InSight Information Governance, you can apply document retention rules in InSight DXP through an available integration with the Iron Mountain Policy Centre solution, a cloud-based retention and privacy policy management platform that provides a user-friendly way for you to know your obligations and show compliance.

## Extended integrations

In addition, you can leverage:

- › APIs and pre-built connectors for integration with existing systems and business processes
- › Cloud storage and strategic cloud data management throughout the data lifecycle
- › Insightful dashboards and reporting to enhance process transparency and identify bottlenecks
- › Self-service setup and configuration with options to try the platform, enable single sign on, and manage user access controls

## Elevate the power of your work

For more than 70 years, Iron Mountain has been your strategic partner to care for your information and assets. A global leader in records and information management services and trusted by more than 225,000 organisations 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.

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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 organisations around the world, and with a real estate network of more than 8 million square meters 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 artefacts. Providing solutions that include secure storage, information management, digital transformation, secure destruction, as well as data centres, art storage and logistics, and cloud services, Iron Mountain helps organisations to lower cost and risk, comply with regulations, recover from disaster, and enable a more digital way of working. Visit [www.ironmountain.com/en-sg](https://www.ironmountain.com/en-sg) for more information.

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## Get a unified, digital experience

Contact us to learn how Iron Mountain InSight DXP can help you automate manual processes, enable audit-ready compliance, and make information accessible and useful.

