



Iron Mountain InSight® SaaS on AWS

# Streamlining healthcare record digitalisation and retention

In collaboration with



## INTRODUCTION

# Improving collaboration across the patient journey

While the effects of the COVID-19 pandemic are slowly waning for many sectors, the healthcare industry continues to face residual challenges as a long term result of the pandemic, including telehealth implementation risks, staffing shortages, and increased cybersecurity threats. Many of these difficulties share one core issue—data— specifically data storage, sharing, and security, all while leveraging its value.

Iron Mountain, AWS Partner Network (APN)'s advanced storage partner, is improving operational efficiency in healthcare through its Iron Mountain InSight® SaaS offering running on AWS and its document management solutions. Iron Mountain, in collaboration with AWS, helps integrate healthcare information across multiple formats and systems to help gain efficiency and reduce costs, while keeping data secure and compliant and unlocking its value through analytics.



PRIORITY

# Technology that drives patient-centric healthcare

While many hospitals and healthcare organisations are starting to embrace cloud technology, most still rely on core operational systems running on legacy, on-premise infrastructure managed by in-house teams, while experiencing challenges with digitising physical assets on paper, microfiche, film, and other media. Though organisations recognise the benefits of digital transformation, devoting time and resources to the undertaking can often take a backseat to maintaining daily operations. Prioritising a move to the cloud, however, ultimately results in a more agile, scalable, and streamlined experience for all parties involved, from C-suite stakeholders and healthcare workers to the patients themselves.

A holistic view of clinical, administrative and organisational data would also allow healthcare managers to make better patient care decisions while ensuring proper record retention, compliant processes, and secure access, ultimately providing a better patient outcome. Providers want a singular repository, not just for quick access, but also for analytics. Implementing a single, digital repository in the cloud would help organisations across the industry to be more resilient and self-sufficient.

To help solve this problem, Iron Mountain, in collaboration with AWS, has committed to three goals:

- ◇ Implementing technology that promotes patient-centric healthcare
- ◇ Driving innovation through automation and scalability
- ◇ Increasing operational efficiency

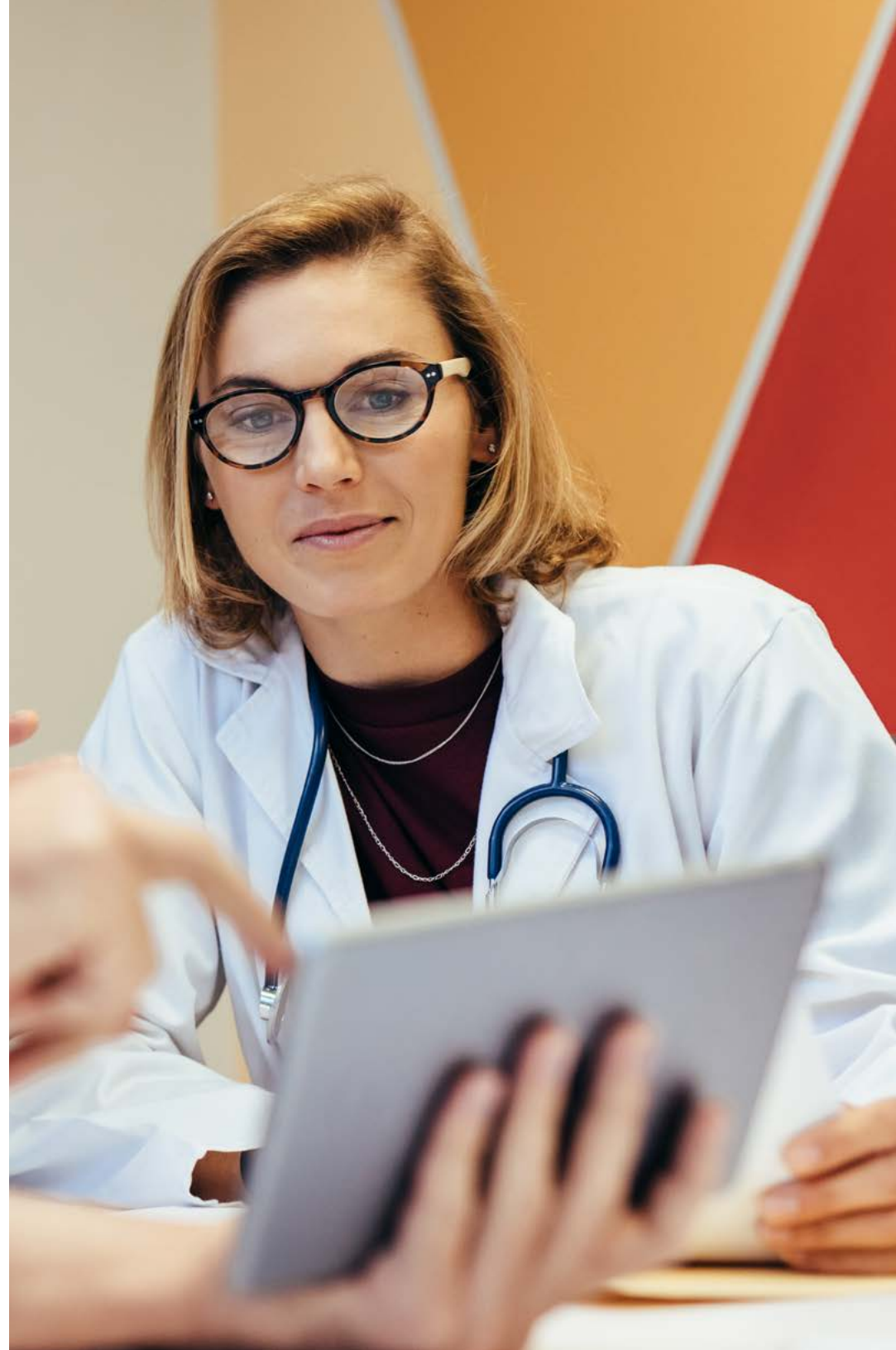


IRON MOUNTAIN INSIGHT PLATFORM

# Data intelligence, machine learning, and insights

Iron Mountain InSight is a global information management and content services cloud platform designed to help manage and add structure to physical and digital records, optimise care delivery models, and elevate patient experiences. The platform leverages intelligent document processing technology to aggregate and connect physical and digital information, extracting essential metadata out of clinical and non-clinical documents and automating workflows to help get to relevant information faster and to make informed business decisions.

The platform is built natively on the AWS Cloud, offering security compliance, efficiency gains, less downtime, increased sustainability, and overall cost savings.



# Iron Mountain and AWS: Better together

The Iron Mountain InSight Platform offers healthcare organisations the ability to streamline document-centric processes, transform physical data into digital records, and store files in a secure repository, while enabling customers to unlock value from the data through analytics.

Iron Mountain combines operational workflow expertise with intelligent document processing tools, using technology and techniques such as optical character recognition (OCR), artificial intelligence (AI), machine learning (ML), and robust exception processing.

- ◇ Iron Mountain's best-in-class digitisation technology quickly turns physical documents into readable and analysed digital records.
- ◇ Digital records are stored securely and are readily available, utilising encryption and role-based permissions to enable authorised users to access documents 24/7.

## AWS services used

AWS Textract extracts printed text, handwriting, and data from any document. Amazon Transcribe improves business outcomes by extracting key insights from customer calls, video files, clinical conversations, and more. Amazon Comprehend derives valuable insights from text within documents. With Amazon Rekognition's pre-trained and customisable computer vision (CV) capabilities, information from images and videos are extracted without the need for building machine learning (ML) models and infrastructure from scratch.



***Iron Mountain InSight helps manage the entire information lifecycle with a proven chain of custody to ensure transparency of where your physical and digital assets are at all times. With Iron Mountain InSight, healthcare organisations can focus on integrated care, without compromising on compliance, governance, and security protocols.***



## BENEFITS

# Iron Mountains InSight unlocks the value of your data

Iron Mountain scans and indexes all document conversions—from medical records and financial and procurement documents to physical mail and back-office operational files—with quality controls, security access protocols, and intelligent workflows. Leveraging optical character recognition (OCR) technology via Amazon Textract, all documents are completely searchable by text or index and available in PDF, TIFF, and Office formats in 50+ languages.

Trusted by more than 225,000 organisations, including 95% of Fortune 1000 companies, Iron Mountain helps healthcare organisations accelerate digital transformation, manage and protect the ever-expanding digital ecosystem of disparate systems and datasets, and unlock the value of their data.

# Customers can benefit from sustainable and efficient data centres

## **Free up space and accelerate migration to the cloud**

Iron Mountain InSight helps reduce storage real estate by digitising, indexing, and storing all physical and digital records on one digital platform.

## **Reduce operational costs**

With data organised, stored, and segregated around custom retention and disposition needs, Iron Mountain InSight can help optimise costs, mitigate risk of data loss or breaches, and increase adoption of compliance and regulatory protocols.

## **Access a secure centralised repository**

Iron Mountain InSight centralises data in one cost-effective repository that is secure, encrypted, searchable, and scalable. It allows for dynamic collaboration within a hybrid workforce.

## **Make business decisions faster**

With a centralised view of the entire information lifecycle, minimise disruptions and gain better control over operational and clinical decisions.

## **Practice healthcare sustainability**

Keep sustainability commitments to patients. When companies move to the AWS Cloud from on-premises infrastructure, they typically **reduce carbon emissions by 88%**.



*With 70+ years of information management experience, and experts' 20+ years experience in scanning, indexing, and digitally storing information, Iron Mountain offers comprehensive expertise and end-to-end services with operations in 56 countries across five continents. Its extensive network of imaging centres combined with AWS's solutions provide greater business continuity and transformational outcomes through enhanced security capabilities, richer compliance auditing, and scalability based on needs.*



## CONCLUSION

# Bringing secure and analysed data to your fingertips

Today, data is one of the most valuable assets for healthcare organisations—and it's quickly becoming more complex to manage. Along with information management programmes, organisations can use data to make better business and clinical decisions. As hospitals and healthcare facilities strive to improve the patient experience, Iron Mountain is continuing to create products that will help that mission.

From patient portals to compliant storage, Iron Mountain InSight on AWS helps ensure stronger business continuity, allowing healthcare organisations to maintain efficient operations and provide better delivery of effective, integrated care for patients.

**[Learn more about the Iron Mountain InSight platform >](#)**

**[Learn more about AWS for Health >](#)**

**[Iron Mountain and AWS >](#)**

**[Iron Mountain on the AWS Marketplace >](#)**