



Digitizing the government mailroom

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Digitizing the government mailroom



It's time to address your mail. Streamline operations and connect data across government silos.

The challenge - Collect, digitize, process, and route large-scale influxes of physical mail containing citizen requests and sensitive data core to government operations.

Government leaders have been trying to reduce paper-based information in workflow processes, but it is impossible to remove paper from the organization when many citizens rely on paper-based mail communication with their governments.

Traditional mailrooms rely on manual systems and processes that are labor intensive and prone to human error. As organizations downsize physical offices in favor of hybrid workforces, the need for streamlined operations and connected data grows.

Distributed workforces require secure, timely access to paper-based mail regardless of their location.

The solution - Iron Mountain digital mailroom eliminates paper at your front door.

Iron Mountain digital mailroom is a software-as-a-service offering that enables organizations to enhance efficiency by digitizing physical mail, providing secure access and retrieval for employees, automating document-centric processes, and connecting data across platforms. Our end-to-end solution features an auditable chain of custody across physical and digital documents to maintain citizen privacy.

After rerouting your mail, Iron Mountain digitizes, indexes, and ensures quality control to meet your document conversion requirements. The digital mailroom can go as far as automating the depositing of check payments received by mail, creating incredible gains in efficiency.



Digitize

Redirect and digitize your mail

Redirect your mail to an Iron Mountain facility for digitalization. Once digitized, users can add commentary and enable audit tracking



Store

Encrypted files in secure repository

Role-based permissions enable authorized users access your digitized documents in a secure information management and content services platform 24/7, 365.



Automate

Route your mail

Automated workflows are built out based on key metadata; Options to add on integrations for SSO, Outlook, and/or Gmail.








Unlock

View and interpret key information

Dashboards provide a visual display of data and metrics for powerful insights

5 Components to digital mailroom

1 Physical mail handling Logistics & receipt	2 Digital processing Extraction, classification	3 Digital mail platform Customer experience & delivery	4 Additional services Value-add mailroom capabilities		
<ul style="list-style-type: none"> Pickup Scan & QC Registration Outsort/Return Sort/Open/Prep 	<ul style="list-style-type: none"> Classification Intelligent routing Extraction Human in the loop Validation 	<ul style="list-style-type: none"> Mail users Exceptions Workflow Integration Digital storage 	<ul style="list-style-type: none"> Physical storage Outbound Destruction Payments Policy center 		
5 Inbound omni-channel	 Mail	 Fax	 Email	 Remote/Mobile	 Incoming digital

Types of mailrooms

- > **Standardized mailroom** - scanning and redirecting of physical mail to its intended recipients in a digital format. There is limited processing or IDP - **the focus is routing in a secure way**
 - > **Organization mailroom** - all incoming mail, at your HQ or various satellite locations
 - > **"Emergency" mailroom** - digitize and route your office mail to support a hybrid workforce
- > **Specialized mailroom** - process-focused mail operations with automatic extraction of information and workflow integration. Typically requires specialization, based on industry vertical - **the focus is IDP and automation**
 - > **Medicare/Medicaid claims** - processing of claims and associated evidence, to speed up adjudication
 - > **Tax return processing** - handling incoming returns and payments, on behalf of the government

Why Iron Mountain Government Solutions?

We are the leader in transforming from physical to digital for the public sector.

- > Security and chain of custody across physical and digital
- > Global footprint and scale - global digital supercenters enable us to quickly scale and meet specific location requirements
- > Relationship strength - you already entrust us to handle data - we already store your critical records
- > One E2E solution - we can provide the holistic mailroom services (e.g. storage, shredding, logistics, and digital)

Why switch to Iron Mountain

Some vendors perceive mailroom as commodity business and are looking to exit as their volumes decline. We have reimagined the traditional mailroom by incorporating AI/ML and offering a differentiated solution for processes specific to your organization's needs.

800.899.IRON | [ironmountain.com/publicsector](https://www.ironmountain.com/publicsector)

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.

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