



Iron Mountain Digital Services

Office Digitalization Event
AmCham Shanghai
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Over 20 years of experience in corporate outsourcing strategy and end-to-end deliveries

What Makes Us Different



TRUSTED SECURITY

230,000+ clients

rely on IRM to store and protect what's most important to them



GLOBAL SCALE, LOCAL REPRESENTATION

Customers span the world with local representation in

55 countries



ENTERPRISE CLASS INTEGRATED SOLUTIONS

95% of Fortune 100

organizations trust IRM to provide continuous information lifecycle management for billions of assets



PHYSICAL & DIGITAL

Maximize opportunities for hybrid environments:

**90M sq ft., 1,450 facilities,
120MW leasable capacity**

FORCE FOR GOOD

We partner with our customers in a manner that is environmentally responsible.

CERTIFIED SUSTAINABILITY

All facilities are **ISO 9001**

ISO 14001

ISO 45001

ISO 27001

providing audited energy usage data that requires continual improvement in operational efficiency every year.

Iron Mountain



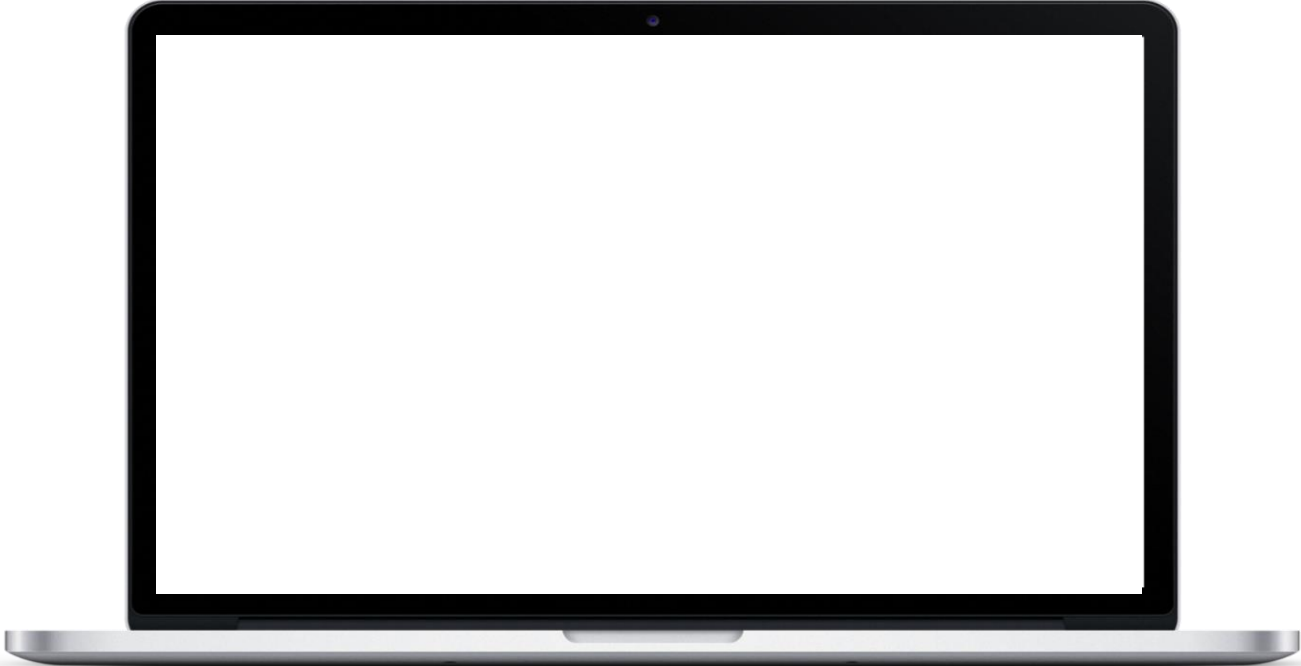
7 offices

19 facilities

Over 20 years

In China Market ▶▶





Industry Trends for Finance Service



Corporate Data Accessibility

- Trend towards ubiquitous employee access to corporate data accelerated and made semi permanent by COVID
- Continued trend toward flexible employment structures



Digital Transformation of Work

- Nearly all documents are born digital.
- Robotic and workflow technologies have not yet been fully deployed to early expectations.



Focus on Transparency

Increased expectations from consumers and governments for transparent handling of personal data will increase demand for Privacy, Data Loss Prevention, and Cybersecurity



Digital Media Proliferation (Digitization)

Proliferation of information away from the document into both structured and analog media such as mobile, IoT, voice and video, wearables, etc.



ML/AI Crossing the Chasm

- Embedded in everything for a majority of companies within <5 years
- Trust, explainability are required
- Changing/evolving very quickly → requires flexibility and R&D
- Automation vs. complex analytics/predictions
- Availability/viability of training data



Economic Rebalancing due to COVID

Rebalancing across geographies, industries, sectors (e.g., COVID restrictions), dispersed workforce, move away from globalized supply chains, customer segments changing

Trends impacting Financial Service

Macro Environment

- 1 | Persistent low interest rate environment and its impact on banking
- 2 | Changing global flows of capital, goods, and people
- 3 | Fragmenting regulatory environment in the post COVID 19 world

Competition

- 4 | Scale and digitalization are the key drivers of cost efficiency
- 5 | Resurgence of M&A and impact of challengers/ fintechs
- 6 | Rise of tech-driven new revenue models, leveraging existing customers, assets and capabilities

Customer

- 7 | Continued rise of customer experience as the key differentiating factor
- 8 | Growing safety & security demand for data
- 9 | Move to sustainable and green financing

What are the Critical Capabilities IRM Provides?



CAPTURE

Automate multi-channel capture of physical and electronic content:

- Multi-channel from various sources
- automated content classification
- automated data extraction & validation



CONTENT MANAGEMENT

Organize, manage and optimize content across the entire organization:

- version control
- annotations
- scalable for high volume



SEARCH

Find and analyze business-critical information wherever it is located:

- single, intuitive search interface
- search meta-data /full text
- support for hundreds of file formats



REPORTS & ANALYTICS

Gain visibility into your content and processes:

- intuitive dashboards
- configurable reports and event logs
- comprehensive audit trails
- AI Document Analytics



PROCESS AUTOMATION

Automate tasks, route documents, and manage process exceptions:

- workflows and approvals
- electronic forms
- process mining



COLLABORATION

Securely share content and collaborate on processes and documents

- ease-of-use application
- Integrate office toolsets like MS Office
- enhanced security and control



CONTENT SERVICES

Interoperability with other systems

- streamlined integration
- Content as a service



RETENTION AND RECORDS MANAGEMENT

Automate secure retention and destruction of documents and records

- comprehensive retention schedules
- records declaration and management
- legally defensible disposition



Case Study: Banking

Needed a global imaging partner who can provide next day delivery with excellent results

Process Volumes:

- Invoices across 52 different countries



Solution High Level:

H bank has partnered with Iron Mountain to image AP invoices for 52 different countries. Iron Mountain is picking up the invoices, imaging them and transmitting to H Bank's financial system. The initial contract is estimated to be \$1.2 million for a 5 years.

1. PO Box Pickups

Iron Mountain pick up of invoices from PO Boxes

2. Transportation

Iron Mountain's secure chain of custody to transport invoices

3. Imaging

Invoices are imaged in Iron Mountain Image Centers

4. Invoice Verification

Invoices are metadata captured and verification of proper data format

5. Exceptions Processing

Iron Mountain is working with H Bank AP staff on exception resolution

6. Transmission

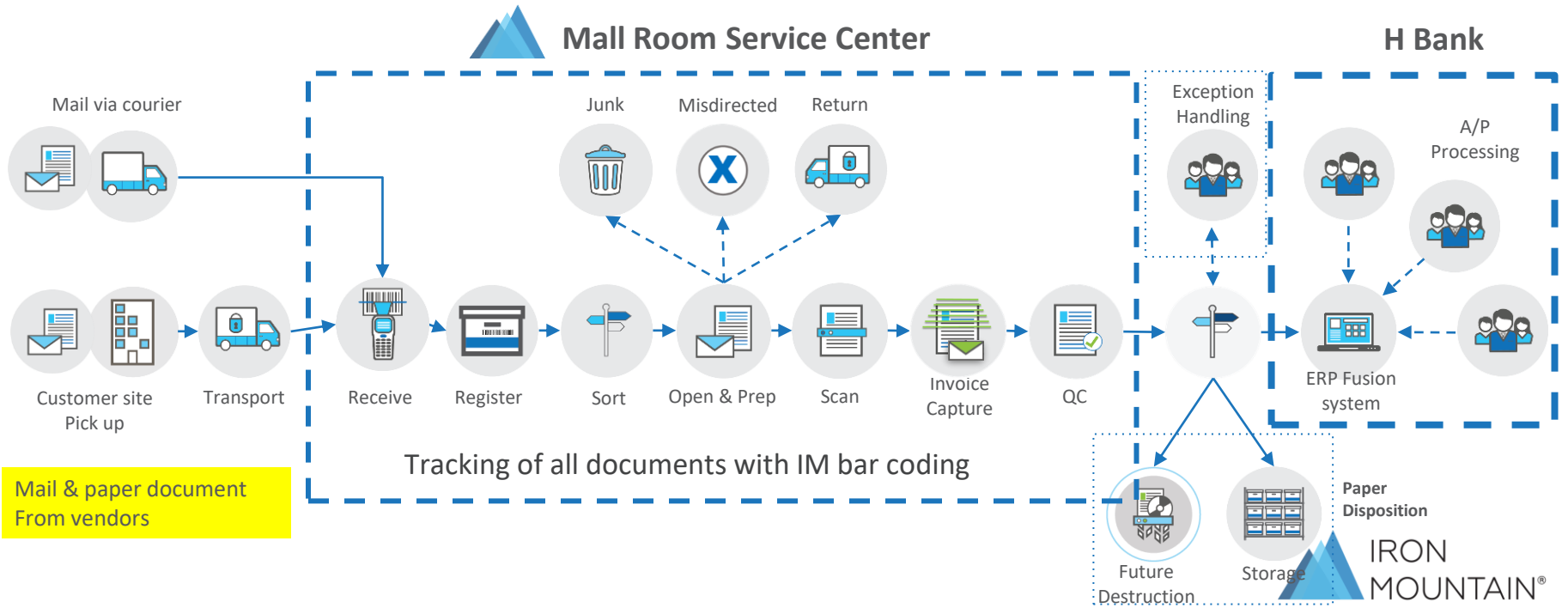
Invoices images and metadata is being transmitted back to H Bank's Oracle Fusion solution

H Bank was able to standardize their AP process for multiple countries



Account Payable Process Digitalization

- Our goal is to enable customer to free up valuable space and resources currently utilized to collect, validate, scan, hold, deliver, store, retain and destroy vendor's invoices and supporting documents
- Extract data from the document and upload supporting documents to customer ERP platform



Our Solution and how it benefits the customer

Challenges and Pain Points:

- Account payable team spend lot of time in processing the invoice receipts (aka invoice) from suppliers
- Sorting of invoice for H Bank's 43 legal entities can be challenging
- Slow down the ERP A/P process

Our Solution: Mail room service at IM site + Data & Image capture

- Provide a central mail room to receive documents from all suppliers in China
- Provide sorting of documents for different legal entities
- Provide data ingestion and interface to client's Oracle Fusion ERP system
- Speed up the account payable process

Benefits and achievement:

- Process standardization across the company
- IRM provide service to interface with all suppliers for good and reject invoices thus free up the time for end users
- IRM provide end-to-end document handling services and solutions including physical paper copies storage

Our Value

Process

60%

Improve process efficiency
Reduce front-end staff workload
Improve the file access experience

Cost

50%

Comprehensive cost
reduction, including explicit
and implicit costs

Security

Compliance

Effectively avoid the risk of data
management and audit, make
data more secure



Thank you

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