



Find the Information You Need Faster: Bringing Dark Data to Light with IDP



Building the digital foundation
for frictionless mission CX

Today's citizens demand a higher degree of service delivery from Federal agencies, influenced by digital interactions with private sector organizations. Whether it's filing taxes electronically, or applying online for Social Security benefits, or completing a visa waiver application, citizens are seeking digital-first interactions that are faster, seamless and more personalized. In a recent report by Harvard Business Review, 60 percent of sampled U.S. residents report a strong preference for digital channels, compared with 30 percent for phone and 27 percent for in-person government interactions.

Federal agencies have made significant progress in citizen experience (CX), such as making citizen information available online and interacting with users via apps. However there is still opportunity to leverage existing data to take digital services to the next level. Through the integration of technology, such as Artificial Intelligence (AI), and government-wide guidance like the White House's identification of key life experiences for anticipatory services, Federal agencies are finding new momentum behind this long-standing priority.

Getting started

A key aspect to implementing robust digital services is making massive back-end improvements - that is the data foundation that integrates data across all aspects of the organization. In many cases, this data is unstructured, siloed and therefore inaccessible for analyzing, sharing

and informing decision-making. The shift begins with digitalizing existing records - both electronic and analog. To jump start unlocking valuable data trapped on records, agencies should consider Intelligent Document Processing (IDP) to make automated digitization and valuable metadata capture a reality.

Bringing value to your agency

Iron Mountain's InSight® IDP is a one-touch solution that securely captures digital data, in concert with the digitization process, enabling government agencies to interact with their core applications and extract valuable insights. Powered with AI and Machine Learning (ML), the solution can extract information eight times faster, and with better accuracy than traditional methods. This provides a quick and cost-effective way to digitize data trapped on paper, microfiche, tapes, pdfs and more.

Did you know?

Delivering more digital engagement is consistently top of mind for Federal Chief Information Officers. In fact, Clare Martorana, Federal CIO, shared guidance to deliver a digital-first government to meet public expectations by identifying seven pillars to accelerate digitization. These pillars must be based on solid, accurate data.



State and local governments possess an extensive volume of data, an essential element necessary to transform citizen services. However, many times this data can be inaccessible, or locked away in varying formats, systems, and silos. Commonly referred to as "dark data," this unstructured data can pose a huge burden to agency personnel, when in reality, it could be their most strategic asset.

Government leaders can bring dark data to light - a crucial step in building a robust digital foundation. With this digital infrastructure, state and local agencies can explore generative AI, enhance total experience, and more.

This article explores how state and local government leaders can uncover dark data with the help of Iron Mountain InSight® IDP solution. This solution seamlessly and swiftly digitizes documents trapped in various locations. With one touch, data in documents becomes valuable information to be searched, queried and used in applications that enable automated workflows.

As your organization continues on its digital transformation journey to establish its digital data foundation, learn how Iron Mountain InSight® IDP solution is the key to efficiently streamlining government services.