

Transforming UK Citizen Experience: Empowering government services for a digital future

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Transforming UK citizen experience

Empowering government services for a digital future

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Iron Mountain InSight - A “Mountain of Capabilities” One Platform³

Digitisation

- Scanning
- View images
- Track Progress

Content Management

- Single Pane (Digital & Physical)
- Case Management
- Workflow
- Digital Asset Management (DAM)

Our Core Capabilities

Digitisation
Content Management
Document Processing
Information Governance
Data Storage & Protection



Document Processing

- Classify and Extract
- Gen AI (LLMs)

Information Governance

- Retention Schedules
- Apply & Track
- Destruction

Data Storage & Protection

- Data Archive
- Tiered Storage

Enabling
Horizontal & Vertical Solutions
Built on Platform

Industry Verticals

Horizontal Solutions

Transform Information Experiences



Introduction – The Digital Imperative for Government Services



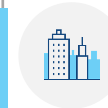
Fraud detection

Expand the data available for analytics and AI used to detect fraud



Law enforcement

Keep data in a shareable database to aid investigations, better track and prevent criminal activity



Smart cities

Gather and analyse data in multiple formats and from multiple sources to create a more adaptive, efficient city



Cultural preservation

Preserve digitised and digital-native cultural treasures so they are accessible for future generations



Public health

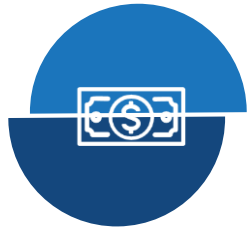
Analyse aggregated health data to identify trends and enable interventions that improve public health and wellness



Digital citizen records

Digitise decades of paper records to make delivery of official documents faster, more cost effective and sustainable

Digitisation challenges facing the public sector



Inefficiency

Agencies / staff often struggle to find and verify data because it resides in **disparate systems** or only on paper



Citizen satisfaction

Data is trapped in paper records where it can only be **extracted manually** and at great expense. Citizen expectations have changed



Support and compliance

Public sector organisations are faced with **added pressure to comply** with mandates and directives while maintaining data access and transparency

National Data Strategy

The aim of the NDS is to drive the collective vision that will support the UK to build a world-leading data economy.

It will help ensure that people, businesses and organisations trust the data ecosystem, are sufficiently skilled to operate effectively within it, and can get access to data when they need it.

The NDS will also provide coherence and impetus to the wide range of data-led work across government, while creating a shared understanding across the economy of how data is used.



Data as the Foundation for a Seamless Citizen Experience

Data must be ...

Available

Accessible

Accurate

Credible

Secure

Complete



Ensuring Security and Compliance in a Digital Public Sector

Protecting citizen data while ensuring compliance with regulations and standards

Data Protection

Cyber Security

GDPR

Encryption

Access Control

Audit Trails

Incident Response



Citizen-Centric Digital Services – Putting Users at the Heart

User Experience

Accessibility

Ease of Use

Self Service Platforms

Digital Inclusion

Trust and Engagement



Empower



Case study

HM Courts & Tribunals Service (HMCTS)

Document search and delivery service used by the UK public – includes digitisation services, records storage, and order fulfillment



HM Courts & Tribunals Service

Challenge:

In its role to deliver probate services across England and Wales, HMCTS wanted to improve the experience for users of its online will search-and-order service, while increasing scope for future innovation.

- 30,000 orders per month placed by UK citizens
- All probate documents for England and Wales from 1858 to the current day
- This digital archive comprises over 41 million probate records and is growing by around 250,000 wills each year

Iron Mountain solution:

- Iron Mountain Scanning Services
- InSight® Intelligent Document Processing
- Professional services

41 Million

Records

250,000

Wills each year

Minutes

eDelivery time for pre-digitised wills

3 Days

Time for paper-based wills not already digitised

870,000

Pages converted to fully searchable records in just 2 weeks

Value:

- 1 Improved Citizen Experience
- 2 Enhanced search – combined search for all will types
- 3 UK public website – developed for UK public to search and order records
- 4 System modernisation – automated order fulfillment for documents that have been pre-digitised
- 5 Automated Workflows – created for grant changes/issue notification
- 6 Project delivered in less than 6 months with decommission of an existing vendor and system



Visit our stand for a conversation

Stand # C1B

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