UNEMPLOYMENT CLAIMS EXCEPTION PROCESSING

IRON MOUNTAIN SOLUTIONS FOR COVID-19 CHALLENGES

State governments are facing new and unprecedented challenges in light of the COVID-19 pandemic. As states work hard to keep their employees safe, while meeting the urgent needs of the constituents they serve, agencies are turning to teleworking to ensure continuity of operations. But, with the large volume of paper and data needed to support the claimant management system, teleworking may be only part of the solution.

It is predicted that one third of the labor force in the United States will be impacted as a result of the COVID-19 pandemic. During these uncertain times, it is critical to ensure efficient and timely processing of supporting information needed to complete an unemployment claim. While a majority of the claims will flow through the state's platform and auto-adjudicate, a large volume of exceptions can easily consume existing staff. Iron Mountain understands the importance of this process and provides solutions to help eliminate a large backlog of claims exceptions and allows timely processing of claimants’ requests.

UNIQUELY POSITIONED TO HELP

**Digitization:** Enable teleworkers to access critical business information with digitization services that include scanning, indexing and digital storage into cloud repository for distributed workflow.

**Cloud Services:** Secure transfer of electronic images to your Enterprise Content Management system or to Iron Mountain's InSight Essentials Cloud Services Platform that will immediately provide the images your remote staff need to service your constituents quickly, securely and accurately.

**Secure Storage:** Store records, both physically and digitally, at any of Iron Mountain's highly secure national network of facilities.

**Destruction:** Ensure physical records continue to be securely destroyed.

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UNEMPLOYMENT INSURANCE EXCEPTIONS PROCESSING

The flow chart below shows the process that Iron Mountain takes to aid a state in processing an unemployment claim with an exception.

At Iron Mountain, we are 100% committed to the health and safety of our employees and our customers, and the communities that we serve, work and live in. We’re here to support you with the reliable service and collaborative solutions you’ve come to know and trust.

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ABOUT IRON MOUNTAIN
Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organizations lower the costs, risks and inefficiencies of managing their physical and digital data. Founded in 1951, Iron Mountain manages billions of information assets, including backup and archival data, electronic records, document imaging, business records, secure shredding, and more, for organizations around the world. Visit the company website at www.ironmountain.com for more information.

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