

OMNI-CHANNEL SOLUTION FOR DEUTSCHE BAHN

SECURE AND CONVENIENT DELIVERY OF HR DOCUMENTS



«For many years, we could always rely on our partner Swiss Post Solutions. Thanks to the new omni-channel solution that links up with IncaMail, we are now able to send personnel documents, payslips and travel expense statements to the private e-mail address of our employees – knowing that all mail is completely secure. This is not only convenient for our employees but also for our HR staff.»

– Oliver Hebold, Head of Projects, information logistics and reporting,
Deutsche Bahn Personalservice

Background

As part of its digital transformation project, Deutsche Bahn (DB) reviewed its communication processes to identify where digital transformation would be most cost-effective for the company and at the same time more convenient for recipients. The focus soon fell on the monthly payroll, as it is a routine yet time-consuming task and the number of recipients does not fluctuate greatly.

Employees should be able to choose whether

they want to receive their monthly HR documents that include payslips, travel expense statements and other confidential documents in the current printed format or by secure e-mail, which is of course faster.

For the new system to work and to conform to legislation, every worker must be given the option to decide on the channel through which he or she wants to receive their payslip (printed or in digital format). In addition, the employer must be able to guarantee that the e-mail is completely secure, using proper encryption.

The Solution

The solution implemented by Swiss Post Solutions (SPS) meets all these requirements. Its omni-channel portal that includes a secure IncaMail e-mail module makes sure that employees of Deutsche Bahn receive their documents through the channel of their choice, knowing that all information is kept completely confidential.



simple

and secure delivery of
HR documents



About Deutsche Bahn

Deutsche Bahn (DB) is a global provider of mobility and logistics services operating in more than 130 countries all over the world. The company employs more than 300,000 people, of which 195,000 are based in Germany. Every day, DB staff works hard to provide mobility and logistics services to its clients – be it by rail, road, sea or air. The company also maintains, controls and operates the necessary infrastructure.

Learn more about
our solutions:



SPS 
Swiss Post Solutions

How it works

Every month, all pay-related data of the DB employees is transferred to SPS. At this point, Deutsche Bahn does not need to take into account the preferred communication channel as chosen by their staff members.

The omni-channel portal-solution from SPS leaves the decision to the employees:

- Employees who wish to receive their documents by e-mail must opt in. All they need to do is register through the portal for this new service. Staff members can thereby choose any e-mail account they have access to.
- For employees who prefer to receive their payslip and related documents as before by post, SPS has implemented a standard process for printing and mailing.



choice

in receiving digital or physical mail

To prevent unauthorized access to the confidential information sent by e-mail, all attachments are encrypted and dispatched without temporary storage on servers.

Employees can at any time opt in or out of the new digital system.

The Benefits

The flexible omni-channel portal-solution with IncaMail ticks all the boxes as regards added value:

- Benefits for employer:
- Reduced printing costs
- Reduced postage charge
- No need for integration of new system into existing IT infrastructure
- Full compliance with data protection and IT security regulations

One of the key advantages of the DB portal solution from SPS was the fact that the IT department of Deutsche Bahn did not need

to make any changes to the network or the configuration of the data flows. As the solution from SPS is extremely flexible, it can handle and process virtually any incoming data format.



10%

monthly growth rate in employee acceptance

Benefits for employees:

- Payslip arrives earlier
- Attachments can be stored in an online folder of their choice
- No need to set up a new e-mail account as documents can be sent to the private e-mail address
- Documents can be accessed from anywhere in the world
- Wide acceptance, as staff member can personally choose the communication channel

The acceptance of the new system among employees is growing steadily by 10% every month, which means that more and more employees are registering for the service at the portal.

Deutsche Bahn does not only use the portal for the digital dispatch of documents, but also for the filing of travel expense claims and similar forms in digital format.

Since its introduction, other business units of Deutsche Bahn have adapted the portal to suit their needs and are now using it for a wide range of functions for their B2C and B2B business.