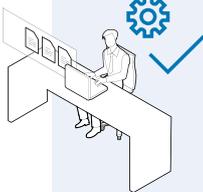


# MULTINATIONAL INVESTMENT BANK EASES THE DIGITAL TRANSITION

Maintaining productivity both in and out of the office with SPS Digital Mail

Challenge	Solution	Benefit
<h2>Communication</h2> <p>With manual, paper-based operations causing bottlenecks in the mailroom, how could the bank process key documents more efficiently?</p> 	<p>SPS introduced its Digital Mail solution, supported by SPS Lite, to scan incoming documents and make them accessible via a centralised portal.</p>	 <h2>Speed</h2> <p>Digital Mail streamlined communication, boosting productivity and accelerating the customer journey</p>

As an SPS customer for two decades, the bank knew it was in safe hands. SPS Digital Mail has delivered new efficiencies, alleviating pressure for the on-site team and eliminating bottlenecks in the delivery process. With benefits delivered in traditional areas, the bank the bank is also fully prepared to transition to a more digital model in light of the move to remote working.

## Papering over the cracks

With more and more financial institutions making the move towards digitalisation, traditional banks face a growing impetus to follow suit. This bank in particular was aware of the potential that digital innovation could have on its operations – specifically to address its back-office challenges. With manual processes still in place for inbound documents, staff were regularly distracted from more value-add activity to deal with mail collection or delivery. To alleviate these challenges, the bank wanted to remove paper from its processes wherever possible.

The bank's inefficiencies stemmed from the incoming flood of paper documents. Incoming mail required manual delivery or collection from the bank's mailroom, a sizable challenge with around 1000 staff employed at the bank's headquarters. These items often went undelivered often building up in mail trays and forcing mailroom staff to manually follow up via email.

With a bottleneck forming in the mailroom, key customer documents as well as internal items faced lengthy delays. Even straightforward customer activities such as address changes were facing timelines in weeks rather than days. The bank knew that a more efficient way of delivering and communicating documents internally could make a real difference to its service, looking to its long-time partner Swiss Post Solutions (SPS) to find the answer

## Driving digital change

SPS rose to the challenge, moving to implement its Digital Mail solution augmented by its centralised SPS Lite platform. SPS' Digital Mail solution firstly brought a portion of the bank's inbound mail operation off-site to SPS' specialised London Mail Centre, enabling key documents to be scanned, digitised and delivered electronically rather than manually by mailroom staff.

With SPS' scanning functionality in place, the bank could achieve a streamlined approach to internal communication. Now, a significant amount of incoming mail has become digitally accessible, resulting in less manual chasing. Additionally, documents can easily be shared across long distances – an important consideration for a multinational bank.

With documents now scanned and ready for delivery, SPS also provided a solution to ease the arrival of the newly digitised correspondence – SPS Lite. SPS Lite provides a centralised platform for scanned documents to be delivered, providing each employee or department with its own shared box for incoming mail.

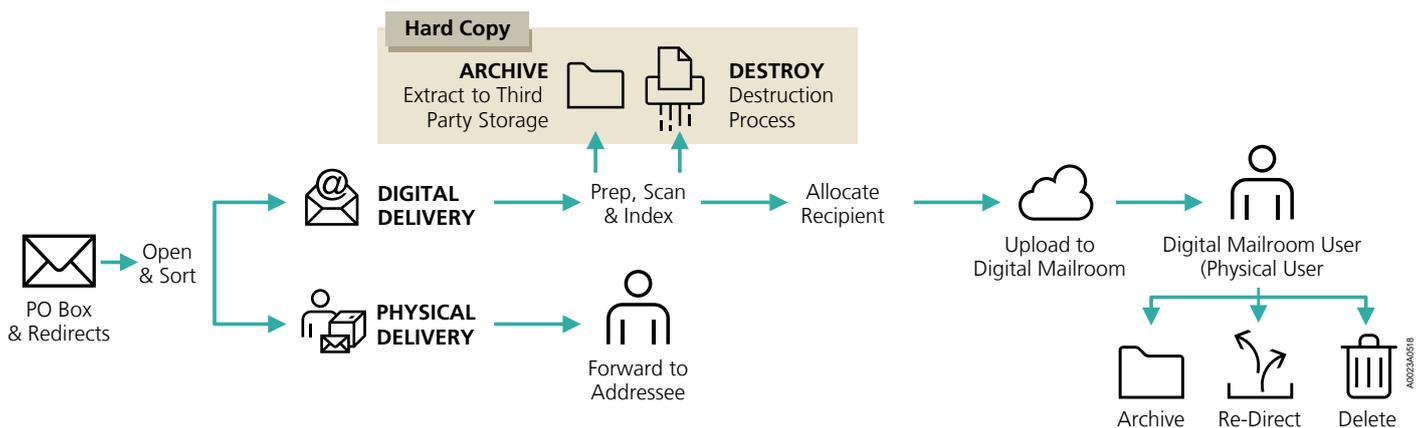
### Adapting to the new normal

SPS' solutions have made significant change to the bank's back office operations, meeting the goals set at the beginning of the process. With the bank's documents now digitally available, both internal and external communications are much faster, helping boost staff productivity and smooth the customer journey. These changes have become especially relevant during the current global situation, helping the bank support the transition to remote working.

The bank has increased with the scope of Digital Mail during the move to remote working, as its functionality has been instrumental in maintaining business-as-usual. With offices and mailrooms closed, digital delivery has ensured key documents aren't missed, and customers continue to receive the level of service they had come to expect.

The bank's customers and staff can now benefit from the streamlined contact between internal departments, receiving replies and updates much faster than before. Staff also benefit from greater efficiency, and can now find any incoming mail waiting for them in a dedicated space on the SPS Lite platform. The implementation of SPS Lite has not only eliminated the need for staff to retrieve any excess undelivered mail, but also saved mailroom workers the task of manually chasing up undelivered items.

SPS' solutions have proved such a success with the bank that plans are already in place to roll out a similar solution internationally, with talks ongoing and an implementation planned in the near future. Through Digital Mail, the bank has been helped to realise the potential for innovation across its traditional manual processes, and with businesses now embracing a more remote model, Digital Mail is just the beginning.



### About the Client

This multinational investment bank offers a wide variety of services to across the corporate and commercial banking environment.

### Learn more



### BANKING

To learn more about Swiss Post Solutions and our capabilities, please visit:

[www.swisspostsolutions.com/banking](http://www.swisspostsolutions.com/banking)