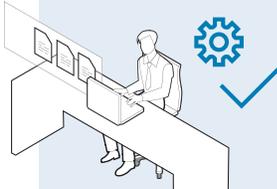


STREAMLINED APPROACH TO OFFICE SERVICES YIELDS UPGRADED PROCESSES & COST SAVINGS

How a financial institution upgraded service levels with SPS

Challenge	Solution	Benefit
 <p>This major financial institution was seeking to improve service levels and drive greater productivity across multiple service lines</p>	 <p>Redesigned service model with upgraded talent, improved workflows & cross-trained staff</p>	<p>\$5M Cost savings achieved while simultaneously improving customer service levels</p>

Swiss Post Solutions (SPS) was able to save its client \$5M while simultaneously improving services levels. These results were accomplished when this customer consolidated multiple services under SPS and leveraged innovative processes, optimized resources across service lines and upgraded the team and management staff.

Client Challenge

The client was experiencing diminishing and inconsistent service levels within its operations for multiple and disparate service lines which were being provided by multiple vendors. At the same time, the client sought to reduce expenses, which was a business priority for the organization.

As a provider of services in one area of the bank’s business, SPS had a history of demonstrating significant year-over-year savings throughout the partnership. Paramount to the delivery of service excellence was SPS’ commitment to Innovative Thinking through its formal Governance Model. This enabled ongoing collaboration for the mutual success of the client and SPS. Through this partnership, SPS made a recommendation to consolidate and streamline the operations under a single umbrella. After a rigorous vetting process, SPS was selected as the partner of choice.

Solution

The client recognized clear synergies within the solution proposed by SPS, with its innovative “One-Team” approach to managing multiple services while reengineering process workflows. The client agreed to the proposed solution and the agreement was signed including:

- Placement of SPS’ talented staff at the client’s locations nationwide
- Multiple service lines including Mail, Reprographics, Reception, Concierge, and Conference Room support
- Upgraded service levels

By eliminating silos and cross training staff, SPS was able to solve two key issues. First, we were able to optimize processes, resulting in reduced overall costs. Second, we were able to upgrade the service levels for the client’s end users by reducing the turnover rate and upgrading key management positions.

In my 28 years of managing vendor transitions, the transition to SPS was the most successful by far. SPS’ management team worked like a well-oiled machine to ensure success. The services SPS delivered have been outstanding and recognized by our entire organization. We look forward to a long, productive relationship.

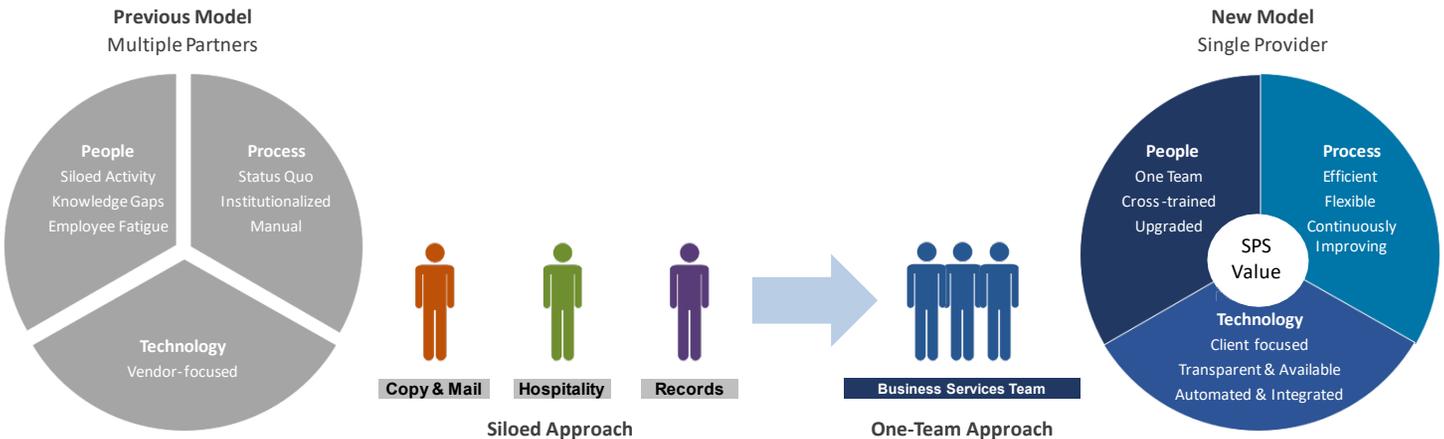
– Vice President, Financial Services Institution

Benefits

By consolidating to a single provider, SPS was able to achieve a cost savings totalling \$5M over the term of the agreement, while simultaneously strengthening the dedicated team assigned to the client's sites.

About SPS

We connect the physical and the digital world
Swiss Post Solutions (SPS) is a leading provider of business processes outsourcing for document management, mailroom solutions and office services. Numerous international business customers rely on the competence of SPS in the conceptual design of development and implementation of end-to-end solutions, as well as competent consulting on the central value drivers in business process outsourcing (BPO): location concept, process optimization and technology such as intelligent automation. SPS is a division of the Swiss Post Group with headquarters in Bern (Switzerland); the 7,500 employees and co-workers of specialized partners look after customers in almost all industries in more than 20 countries, focusing on banks, insurance companies, telecommunications and healthcare. Further information can be found at www.swisspostsolutions.com



About the Client

Backed by a global network spanning over 70 countries, this financial institution is a leading provider of financial services to agencies, corporations, governments, private individuals and institutions in the Americas. Having first established a presence in the Americas in the 19th century, the bank began independent operations in the US in 1978, opening its first North American branch in New York City.

Learn more



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