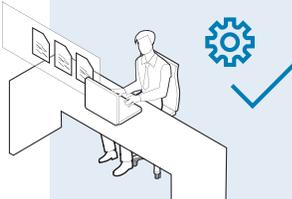


DOCUMENT PROCESSING AUTOMATION

Global Financial Services Firm

Challenge	Solution	Benefit
<p>A need to prepare for the future The client sought to integrate automated document workflows while ensuring compliance and business continuity.</p> 	<p>People, Process and Technology Document Processing</p>	 <p>Increased efficiency, cost effectiveness, improved compliance and business continuity measures</p>

One of the largest investment management companies in the world was seeking a business partner to take over and streamline its document preparation, scanning and check deposit processes that were managed in-house.

Client Challenge

The company was under particular pressure to find a solution that would provide a robust business continuity plan, improve methods for compliance and enable the ability to further automate their document workflows in the future, which were all lacking in its current solution. In addition, the real estate considerations further supported the movement of the work to an offsite location.

Solution

SPS was chosen as their provider after a thorough vetting process, due to its ability to provide a secure offsite scanning and classification solution with skilled personnel and process automation, measures to ensure compliance and data security, a robust Business Continuity Plan and a phased transition to minimize the risk of service disruption.

The bespoke SPS solution, designed by the Six Sigma trained analyst team, utilized a methodical approach to people, process and technology to precisely meet the client's needs. Beginning

with the inclusion of skilled talent and a diligent management team, the solution also enabled increased process automation, reducing the amount of manual work required.

Of significant importance, the solution uses a combination of technologies leveraging "One-Touch Processing," enabling compliance measures for the workflow that ensure data security. The technology further feeds into the SPS document processing platform, which maintains an auditable chain-of-custody from the moment the envelope is opened and allows the tracking of documents in both the physical and digital states to ensure compliance. Furthermore, SPS implemented tools for the physical tracking of mail and packages, which was nonexistent in the previous state.

Finally, the improved Business Continuity capabilities that the client was seeking were put into place, utilizing SPS' primary Document Processing Center in El Paso, Texas, supported by our backup site located in Alamogordo, New Mexico.

Benefits

The SPS solution offered the client multiple benefits, including:

- No Service Disruption – a phased implementation process was leveraged for a seamless transition of services and transfer of knowledge
- Efficiency and Cost-Effectiveness – lowered labor costs and increased automation in the SPS scanning and processing solution
- Improved Business Continuity Capabilities – moved away from an ineffective business continuity set-up
- Improved Compliance Measures – ensuring information and data integrity
- Cost Savings on Real Estate – relocation of services to SPS location, coinciding with the end of the client's lease on the space from which the services were being provided

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 7000 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

The client is one of the world's top asset management firms.

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DOCUMENT PROCESSING

OPTIMIZE YOUR
DATA-BASED PROCESSES

