

FINANCIAL SERVICES INDUSTRY

COST REDUCTION THROUGH FRONT OFFICE SERVICES OUTSOURCING



SPS provides highly trained conference services, reception, concierge and hospitality staff to match your business culture and represent the professional face of your organization.

The Challenge

The client's Investment Banking Division (IBD) wanted to alleviate the management burden (i.e. HR processes and benefits) on employees with administrative positions. As a result, they decided to outsource. They have never outsourced these positions before and wanted to find an outsourcing partner that could:

- Create cost savings
- Bring peace of mind in regard to HR processes

The Solution

After a thorough analysis of the operation, SPS recommended a front office solution that optimized resources in the areas of Reception, Front Desk, Concierge and Administrative support. Upon selection as their outsourcing solutions partner, SPS implemented these solutions with a staff of 29 employees to support the client's IBD office services needs.

The Benefit

Driven by an array of internal and external factors, the business environment has fluctuated over the years, causing the client's demand for support services to vacillate. SPS

has proven to be a flexible outsourcing partner by making recommendations throughout the life of the contract to expand and contract the headcount and services to ensure staffing is at the optimal level. Most recently, SPS was awarded the client's Conference Room Booking, Help Desk and Switchboard operations as their provider of choice. As a testament to our long-term



\$500,000

in cost savings for the client

relationship, today SPS provides 49 employees to help support the client's Investment Banking Division, the Private Banking Division and the Equities Administration Department. The improvements made by SPS since the beginning of the partnership have resulted in cost savings of over \$500,000 to the client.

About the Client

The organization is a leading, global financial services company. Founded in 1856, it has operations in over 50 countries.

Learn more about our solutions:



Swiss Post Solutions
www.swisspostsolutions.com

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