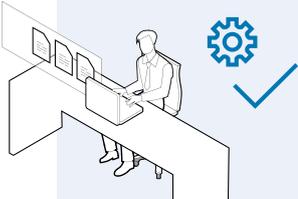


HELPING A GLOBAL BANK REALISE SIGNIFICANT SAVINGS AND REDUCE RISK

A 20-year partnership delivering document management services and a roadmap for digital transformation.

Challenge	Solution	Benefit
<h2>Risk</h2> <p>reduce costs and the risks associated with handling highly confidential mail items and information</p>	 <p>Wide scope of service delivery Mailroom, Courier, Archive, Scanning, Digital Mail, Supplier Management</p>	 <p>£14m</p> <p>Savings over the past two decades Including over £1M in one year alone, through released office space</p>

For the past twenty years, SPS has built and maintained a strong partnership with this multinational investment bank. What began as a traditional on-site mailroom operation has since developed into a trusting, longstanding relationship, incorporating a host of document management services, as well as more recent introduction of technology to drive significant savings and continuous improvement.

Challenge

The bank were looking to outsource their mailroom operations to reduce costs and the risks associated with handling highly confidential mail items and information. They needed an expert supplier who could consolidate office services, reducing complexity to drive savings. As well as optimising their back office processes, the bank's current focus has been on innovation and digitisation, both to remain competitive and to ensure compliance.

Solution

What began as an on-site mailroom operation in 1999 has been significantly extended. SPS used both its document management expertise, and its detailed knowledge of the bank's processes and objectives, to drive continuous improvement. This began by adding traditional service lines to our remit, such as couriers, archiving and stationery.

This became the first point at which to add technology to our processes, with tools including iTrak for the tracking of mail items, uBook for courier management and ensuring best rates, and uFile for archive management. SPS' archiving solutions alone have saved the bank over £1M throughout the course of the contract.

SPS maintains senior relationships with numerous teams across the bank, which has allowed us to continue taking on additional suppliers and tasks to drive savings. The breadth and scope of the account management structure in place is what has allowed us to continue delivering this high level of value, enabling savings of over £14M in the past two decades.

SPS understood that the bank were looking to consolidate and simplify services to drive down the associated costs. SPS used its industry knowledge to drive significant savings, taking on supplier management for the bank, including DHL, print suppliers, and a £1M contract with Iron Mountain. For example, the reprographics services that SPS took on in 2015 provided 40% savings — £3.6M. Through centralising and consolidating services, SPS was able to save the bank over £1M in one year alone through released office space at their central London HQ.

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From here, more digital solutions have been added, including onsite scanning, SPS Lite for online document management, and digital mail is due to be introduced by the end of 2019. This has allowed the bank to build upon its strategy of becoming increasingly digital, as they have recently moved to a digital workspace to enable flexible working and drive significant savings on office space.

Benefits

In SPS, the bank has a partner who has become truly embedded within their culture, creating a partnership of trust over the last 20 years, which has allowed us to make informed document management decisions on behalf of the bank, in order to drive savings and innovation.

Throughout the course of SPS' relationship with the bank, it has always been via a tier one vendor. SPS' document management services are currently delivered via CBRE, for whom SPS is a preferred supplier. We also won CBRE's award for Soft Services Supplier of the Year in 2018, marking a genuine reflection of our strength as a supplier.

SPS never stays still in its provision of services to the bank, and reviews its strategy and solutions every year to ensure continuous improvement. We focus on more than just the day-to-day running of operations, and instead look at the strategy of document management as a whole within the organisation. This means we proactively anticipate trends, changes, and challenges rather than simply react to them. The longstanding relationship that SPS has built with the bank means they trust us and our expertise to take the lead on initiatives they otherwise wouldn't have considered.

As well as extending our services within the UK and Ireland, what SPS has achieved in the UK has set the precedent for expanding the bank's services globally. Since the beginning of the contract, services have been extended to a further 5 APAC countries, as well as most recently, expansion to the USA (including over 100 heads) in 2017.

About the Client

Our client is a global banking and financial services company with almost 100,000 employees in 60 countries. The bank offers financial products and services for corporate and institutional clients along with private and business clients.

Learn more



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