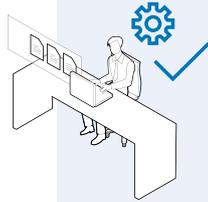


# LEADING INVESTMENT BANK FORTIFIES ITS POSITION WITH SPS

Securing an advantage over the competition with efficient core services and diligent compliance

Challenge	Solution	Benefit
<h2>Expertise</h2> <p>Financial institutions face tough competition in today's market, this bank wanted a world-class partner to stay one step ahead.</p>	 <p>Since its engagement with SPS began, the bank has expanded to a full range of cutting-edge solutions to ensure efficiency and compliance.</p>	<h2>Cost</h2>  <p>SPS and the bank have created a scalable and future-proof environment, processing 10.5 million documents in 2019.</p>

For the last seven years, this leading investment bank has found an ideal partner in SPS. The bank has accessed adaptable and innovative solutions, coupled with core process efficiency and regulatory support, cementing SPS as a trusted advisor for an exciting future.

## Rising to the challenge

As a major player in the financial sector, this leading investment bank keeps a close eye on its competitors. But in today's climate, keeping tabs on progress in the banking industry is more difficult than ever. Newfound digital capability has disrupted the market, with many new digital-only competitors rising to prominence seemingly overnight. The established market leaders face a challenge to keep up the pace.

The rise of digital banking has also ushered in the age of regulation. Banks now must consider numerous levels of compliance, with GDPR and MiFID II as just two examples of regulation carrying potentially damaging fines if breached.

With such stringent rules in place, it pays for banks to choose their partners carefully – especially those trusted with handling personal or sensitive information. Following Swiss Post Solutions' (SPS) UK

and Ireland takeover of this bank's existing partner Pitney Bowes Management Services in 2013, the bank found itself with a brand-new partner.

Taking on a major client in a demanding sector, the bank appreciated the challenge facing SPS. It set about putting SPS and its capabilities to the test, to decide whether it would be the right partner to support the bank for the future.

## A comprehensive service

Over the last seven years, SPS has stood up to the test. Across various tenders SPS has introduced a wide variety of solutions designed to keep Citi ahead of its more agile competitors. SPS now provides core mailroom services and back office solutions, also encompassing goods-in, courier, switchboard, and general facilities support to the bank across the UK.

In addition, SPS has also adopted some transactional print services at its newly redeveloped Digital Transformation Centre, already creating approximately 750,000 cheques on behalf of the bank. Overall, SPS handles 42 different business applications; all bespoke services tailored to the bank's specific needs and many with their own dedicated Account Manager to ensure visibility.

Charged with handling sensitive information in its mailroom operation, SPS has always appreciated the value of strong communication with the bank. From the beginning SPS has treated the bank as a close partner, ensuring channels are always open for discussing regulation compliance, issue remediation, or the wellbeing of SPS' team of 60 on-site staff.

To ensure both parties are up to date with the latest information, SPS introduced quarterly business reviews including C-level representation, cementing the importance of the bank's success to SPS.

### Becoming a trusted partner

Since taking over the mailroom in 2013, SPS has grown to become an important part of the bank. SPS now manages operations beyond the UK, adding other locations across Europe and Asia to its service. As a result, SPS processed over 10.5 million images and distributed 2.7 million documents for the bank in 2019 alone.

The efficiency and return on investment provided by SPS' management of the bank's core services has made an appreciable difference, as well as its experience with handling business critical customer information. The bank now sees SPS as more than an important supplier, but as a trusted advisor on future operations and compliance – SPS worked closely with the bank during the rush for GDPR compliance in 2017 and 2018.

Since issuing an RFP in 2016, the bank has always come to SPS first for any additions to its service. Impressed by the performance and regular communication, the bank trusts SPS to make the necessary changes to drive continuous service improvement, ensuring that new innovation meets industry regulations.

With the bank investing heavily in renewing its UK facilities recently, SPS is expected to be an important advisor in the coming years. SPS' commitment to digital innovation provides options to overhaul manual processes at the bank's redeveloped locations.

Meeting the bank's initial challenge head-on, SPS has exceeded all expectations, and moved from supplier, to partner, to valued advisor in just five years. With digital banking progress showing no sign of slowing, SPS has proved itself to be a valued part of this bank's competitive push, and cemented itself as the partner of the choice for the coming digital revolution.

#### About the Client

This leading investment bank operates around the globe, employing staff across North America, Europe and Asia.

#### Learn more



#### BANKING

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

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