



# POSTFINANCE EVOLVES INTO A DIGITAL POWERHOUSE

Payment transactions and customer documents outsourced to focus on core business

Challenge	Solution	Benefits
<b>&gt; 70 million</b> payment documents received each year	 <b>Payment Factory</b>	 <b>Focus</b> on core business

PostFinance is evolving into a digital powerhouse. Its core business no longer includes processing paper-based payment transactions and customer documents, so PostFinance took steps to optimise these processes.

PostFinance made the decision to outsource three full business services to SPS so that it can focus on its digital core business:

- Processing of paper-based PostFinance customer payment documents
- Processing of physical PostFinance customer documents outside of payments
- Processing of payment transactions for the 12 existing partner banks of PostFinance

### Transfer of personnel to SPS

Some of the employees affected by this outsourcing of activities have transferred to SPS. In addition to this, around 40 staff were recruited.

### Concentration of processing sites

One of the other challenges faced during the PostFinance project was combining seven processing sites into four. Under the previous solution, processing took place at six different PostFinance sites all over Switzerland and at the SPS scanning centre in Glattbrugg.

Since June 2018, all processing is carried out at three SPS sites: Glattbrugg, Kriens and Netstal. These three SPS sites had to be extended to accommodate this work – in Netstal, for example, the number of workstations and staff doubled. SPS also needed to ensure that its employees had access to PostFinance IT applications. The post processes had to be changed over without any impact on customers, so that payment documents arrived at the right scanning centre after the transfer.

### Creation of a payment factory at SPS

From mid-2017, SPS created a payment factory for the processing of payment transactions for PostFinance and the former PostFinance client banks. It went into operation on 1 June 2018. It now serves 17 Swiss banks and processes around 70 million payment documents per year, which represents about 70% of the overall volume of paper-based payment transactions in Switzerland.



'As we have a specialist providing cost-effective, efficient and high-quality processing of large volumes within the Swiss Post Group, the decision to opt for SPS was an easy one. PostFinance knows that SPS is a reliable and flexible partner – we have been working together for many years on paper-based payment transactions for third-party banks and our collaboration has run smoothly.'



–Hansruedi Koeng, CEO, POSTFINANCE

SPS uses its own scanning platform for scanning and post-processing and its 'dips' IT solution is at the heart of the payment factory. Scanning takes place at the Glattbrugg site, then manual post-processing of all documents is performed in Kriens and Netstal. Kriens handles standardised processing of all documents that need to be processed as efficiently as possible to high quality standards. Netstal looks after special processing and exception handling. From there, SPS has direct access to the bank's IT applications. The entire process is monitored and coordinated by the central Bank Service Management team. This team is the single point of contact for the bank.

#### Key benefits of the factory in summary

Our customers benefit in many different ways: they have a lower, variable price and a low level of risk as the solution is established and interfaces with all common core banking solutions in Switzerland.



#### Shared IT

Use of a single, multi-client-capable, highly automated and standardised IT solution for all banks and high straight-through processing rate



#### Shared people and shared locations

The same employees and the same processing sites for all banks with a high level of flexibility. One individual at a site works for several banks



#### Shared processes

Standardised processing with standardised SLAs and policies for all banks



#### High level of security

The ISAE control framework is the single auditing standard for all banks



#### Easy integration of new banks

With a standard process during the implementation project



#### Experience and efficiency

A wealth of experience and efficient processes thanks to the factory approach

#### Key facts



>50

banking clients



100 mio

payment documents per year in Switzerland



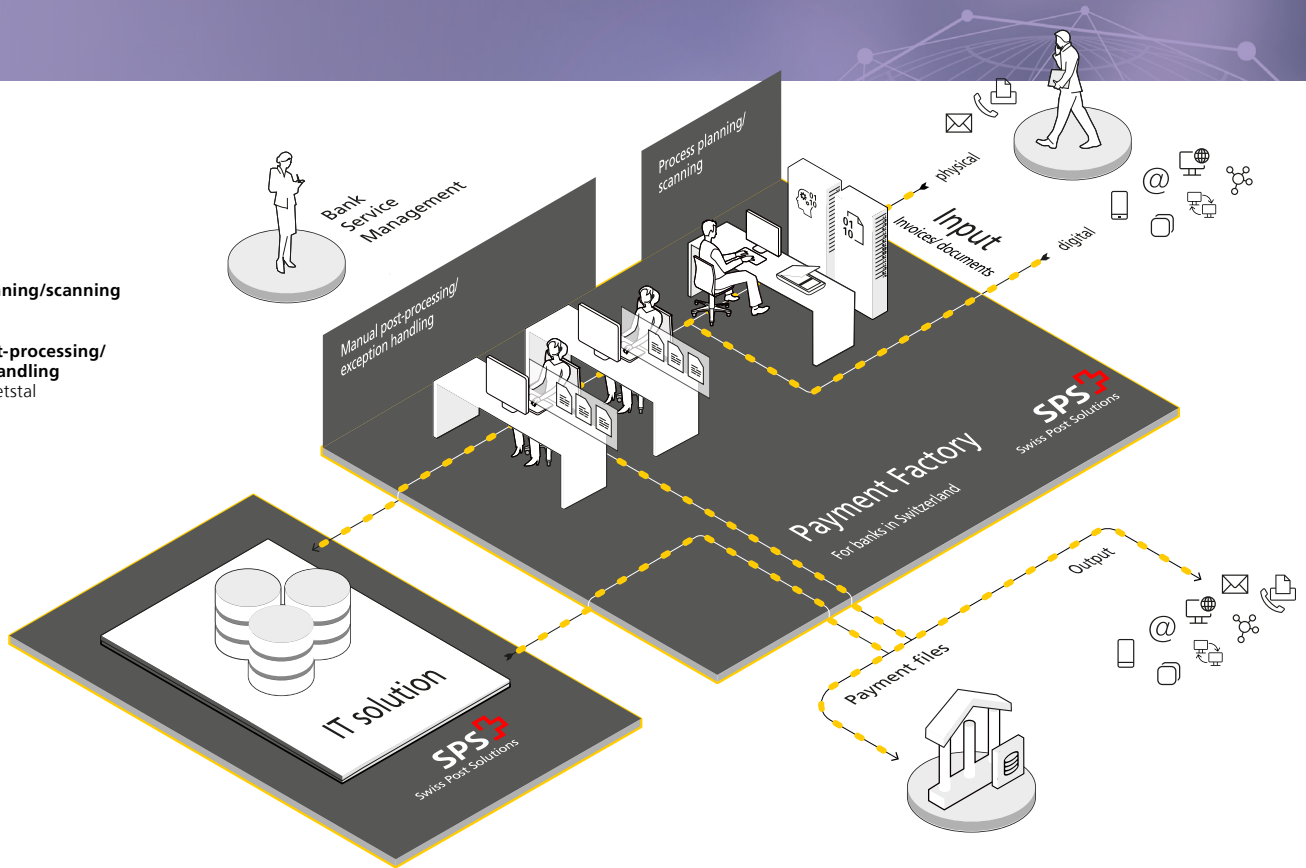
≈70%

processed by SPS



**Process planning/scanning**  
Glattbrugg

**Manual post-processing/  
Exception handling**  
Kriens and Netstal



### SPS has also taken over payment transactions for Raiffeisen and processes the documents within the SPS payment factory

SPS has been our partner for payment transaction document entry since 2010 and we know each other very well due to this long-term collaboration. We know its contact persons and collaboration processes, so SPS was the obvious choice of partner when it came to transferring the rest of the activities involved in payment recording. Our collaboration with SPS for subsequent EGAB entry is also running smoothly and we would make the same decision again today.

Adrian Töngi, Head of Banking Operations,  
RAIFFEISEN SWITZERLAND COOPERATIVE

### BEKB has outsourced its document output management to SPS

Digitalisation presents challenges: the forms, documents, etc., needed in the processes must be integrated into the electronic processes and system landscape without disruption. SPS took over the printing and sending of our customer output from our previous external provider. By outsourcing to SPS, BEKB benefits from lower costs and a new option to offer colour printing for some customer output.

Mark Haller, Head of Production and Operations & Member of the Management Board, BERNER KANTONALBANK AG

#### About PostFinance

PostFinance is one of Switzerland's leading financial institutions. It employs 3,325 full-time staff and serves around three million private and business customers. Its main area of activity is domestic and international payment transactions. PostFinance Ltd is a private limited company and a wholly owned subsidiary of Swiss Post Ltd, established and managed under Swiss law. As the number one choice for Swiss payment transactions, PostFinance ensures a seamless cash flow.

**Learn more**  
about SPS

