
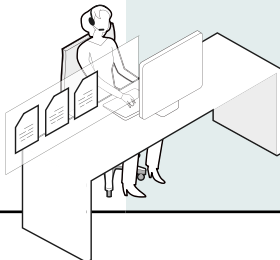



# QUALIFIED PROCESSING FOR A GLOBAL BANK

Reliable and competent service over a variety of communication channels is ensured

Challenge	Solution	Benefit
 <p><b>Excellent service</b> for customers and prospects</p>	 <p><b>Qualified service team</b> with a high level of expertise</p>	 <p><b>Significantly higher service quality</b> even with volume fluctuations</p>

The company, a leading European bank with global presence, would like to offer outstanding service to its customers and prospective clients. Swiss Post Solutions has convinced the bank as a service provider, which meets the high service demands, especially in processing enquiries from customers and prospective clients.

## Channel-independent services

SPS takes over classical banking business tasks for the company. The outsourced BPO services encompass task processing in channel-independent customer dialogue. SPS has set up a dedicated team for the bank for supporting written and electronic enquiries from customers and prospective clients, and handles the processing of all customer requests (customer inquiries).

This includes simple as well as complex requests across all areas – from the account or deposit opening, across a wide variety of account and depository management concerns up to account / deposit lock. In addition to processing incoming inquiries, SPS is also responsible for outgoing communication and active customer contact via telephone or e-mail. For example, missing or unclear information is requested or validated on customer requests or orders to ensure quick and accurate processing and to ensure high customer satisfaction.

## Distinct financial market expertise

The distinct financial market expertise of the SPS employees characterize the high service level of the task processing team. The high level of service competence and skills are ensured sustainably for the customers of the bank thanks to on-going advanced training programs as well as ingenious knowledge management.

A specially trained team of SPS has additionally been covering specific areas of interest for the customers of the bank.

These employees provide information on the following subjects:

- Basic knowledge about the securities market
- Securities transactions (orders, savings plans, etc.)
- Domestic and foreign tax issues
- Capital measures
- Financial year end vouchers

### Flexible preparedness of the service team

An efficient resource management sees to it that the accessibility of all those providing customer support and prompt handling of customer enquiries in accordance with specifications of the bank are ensured.

SPS is actively engaged in promoting the growth process of the bank through the deployment of highly trained staff. An optimized and established quality management system enables SPS to ensure consistency of quality for both the instructing party and the end customer.

### About SPS

#### We connect the physical and digital worlds

Swiss Post Solutions (SPS) is a leading outsourcing provider for business processes solutions and innovative services in document management. A strong international client base relies on SPS' ability to envision, design and build end-to-end solutions and to be its trusted advisor for the key value drivers in BPO: location strategy, process optimization and technology, such as intelligent automation. Part of the Swiss Post Group headquartered in Bern, Switzerland, SPS' 7000 employees and specialized partners span the full range of the industry with focus on banking, insurance, telecommunications and healthcare, addressing customer needs in more than 20 countries. For further information, please go to [www.swisspostsolutions.com](http://www.swisspostsolutions.com)



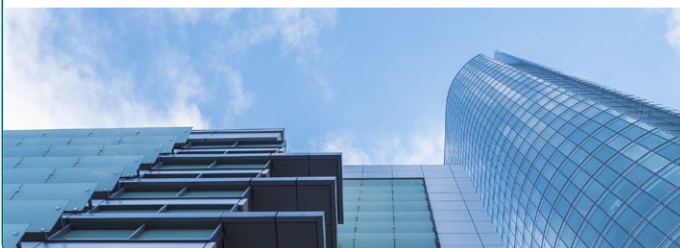
A high level of goal orientation with pragmatic approach as well as ambitious demand for quality resulted in an attribute by our joint project. There is still plenty of potential in the written contact channels. We would like to enhance this jointly with our partners.



– Head of Department, Customer Dialogue

### About the client

The client is a leading European bank and has successfully positioned itself on the international market. The bank's broad range of products and services corresponds to that of a full-service bank. The bank's core market is Germany, it is market leader in many areas and one of the world's largest financial institutes.



### Learn more



VIDEO

**END-TO-END SOLUTIONS  
IN BANKING**

