

# SCAN-TO-EMAIL DIGITAL MAIL SOLUTION

How SPS implemented measures to maintain business continuity for a financial services client

Challenge	Solution	Benefit
 <p>The client required a <b>secure solution that was quick and easy to implement</b> in order to maintain business continuity</p>	 <p>Scan-to-email solution provides employees access to their mail from anywhere they can access email</p>	 <p><b>Secure processes</b> to maintain proper chain-of-custody and ensure data integrity</p>

Swiss Post Solutions (SPS) analyzed, proposed and implemented a scan-to-email, digital mail solution as a business continuity measure for this client’s work-from-home (WFH) employees. SPS was able to quickly operationalize a scan-to-email Digital Mail Solution allowing the company to minimize disruption.

## CLIENT CHALLENGE

Faced with the situation created by the recent health crisis and the sudden, rapid increase of remote workers, this client was looking for a cost-effective, simple solution to distribute mail that could be implemented quickly.

**This kept key information and communications flowing into the hands of its staff in order to ensure critical processing was possible and timely.**

SPS had the expertise, tools and knowledge to provide this client with a solution that strengthened business continuity. This kept key information and communications flowing into the hands of its staff in order to ensure critical processing was

possible and timely. With an immediate analysis performed by SPS’ Six Sigma experts, a solution was customized with a plan to implement a streamlined scan-to-email service for the clients’ workforce.

## SOLUTION

Under the process implemented by SPS, essential SPS staff still working in the onsite mailroom receive and process incoming mail from carriers including the USPS, FedEx, UPS and other couriers. Incoming mail is categorized as Time-Sensitive Mail or Regular Mail and is processed based on the following delivery options: re-route to alternative location (Disaster Recovery Site, another office, WFH address); deliver to the individual if they are onsite; forward the mail to another person or team at the primary location; hold the mail pending the return of the individual; or digitize the mail and email it to the recipient’s company email address.

SPS instituted a number of measures to ensure that this process to support business continuity requirements is secure and in compliance with all necessary company and regulatory data protection policies. Mail is only handled by authorized personnel and sent to the designated recipient. Mail is scanned on devices that scan directly to email and do not save the file. The scan date, recipient email and employee who process the mail are recorded on all physical mail, which is then stored in a secure archive room. To confirm delivery, recipients are prompted to reply via email that they have received their scanned mail. This ensures proper chain-of-custody is recorded for any sensitive documents.

#### **BENEFIT**

With its trained employees, knowledge of digital processes and ability to utilize proven technologies, SPS was able to swiftly and effectively implement this scan-to-email solution. In partnering with SPS as an expert provider of mail and digital document management services, this client was able to minimize disruptions to the flow of important company information and the associated business operations, allowing employees and the business as a whole to continue to be productive.



#### **About the Client**

Backed by a global network spanning over 70 countries, this financial institution is a leading provider of financial services to agencies, corporations, governments, private individuals and institutions in the Americas. Having first established a presence in the Americas in the 19th century, the Bank began independent operations in the US in 1978, opening its first North American branch in New York City.

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Digital Mail  
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