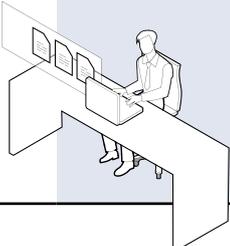# A SWISS BANK REDESIGNS ITS SERVICES

with front-to-back automation

Challenge	Solution	Benefit
More efficient process design	**End-to-end** document management	**20 Mio.** documents processed every year

When a large international financial institution needed to digitize its business processes, cut costs and speed up its customer services in the banking sector, it chose Swiss Post Solutions (SPS) as its partner for document management. Solutions from SPS have enabled the bank to completely automate its back office and efficiently process 20 million documents a year, as well as achieve major cost savings.

From retrospective to instant scanning

In the tightly regulated Swiss financial sector, processes such as payments, onboarding new customers and loan or credit card applications are subject to a number of controls, such as signature verifications and credit checks. Previously, banks used to scan and archive relevant documents once a process had been completed, meaning employees were rarely able to deal with customer enquiries at short notice. Now, the SPS solution is completely remodelling these processes. All documents are scanned immediately on receipt and are then available electronically throughout the company. Instead of being available as hard copies, information is stored and processed digitally – enabling the bank to reduce processing times significantly.

Cost cuts create a competitive advantage

Thanks to the automatic scanning that takes place the moment a document is received, and the automation of processes in the back office,

the bank is able to achieve major savings. It benefits from economies of scale and is more agile because fixed costs have been replaced by variable ones. Demand-based billing ensures complete cost transparency and simplifies cost management for all of the bank's customers. These cost savings put the bank in a significantly stronger position in what is a highly competitive market.

Mass digitization delivers major process benefits

The bank's size and the complexity of its services called for one of the most comprehensive SPS outsourcing solutions for document management in Switzerland. Each year, up to 20 million documents are processed with guaranteed Service Level Agreements (SLAs). The solution accurately reads data contained in various documents, including new account paperwork, mortgage documents and credit card applications, and automatically saves this information in the bank's computer systems. The service includes customer correspondence in addition to

SPS ✚

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the processing of all paper-based payment transactions. Document digitization significantly speeds up internal processes, meaning enquiries are dealt with faster and with fewer errors. As a result, the bank's customers from all over Switzerland enjoy a prompt, expert service.

Easier access to documents improves banking services and processes

Because they can access up-to-date information at any time and from any place, bank employees are now vastly more efficient. On customer calls, consultants can view the current status of enquiries and update the customer or take action themselves. Furthermore, there is no longer any need to circulate hard copies of documents across multiple departments – thereby saving time. The SPS solution also benefits the bank's reporting activities. And thanks to more straightforward access, digital documents can be easily traced as they make their way through the company, improving monitoring of core processes and services.

Compliance builds trust

Trust plays a critical role at Swiss banks. The SPS solution guarantees maximum security and strict compliance with the rigorous requirements of the banking sector, the Swiss government and data protection laws. For example, all data, including large volumes of personal and sensitive banking information, are processed by SPS within the country. The exceptions are private, confidential and legal correspondence, which is still processed by the bank in house.

Why Swiss Post Solutions?

The bank needed a reliable partner for long-term collaboration who would support the company's digitization over a period of several years. The company chose SPS over the competition based on the project's size, scope and complexity and because of SPS' proven experience and past successes in developing new automation technologies.

About the customer

The Swiss bank is one of the world's leading financial institutions, with branches in more than 50 countries and approximately 50,000 employees worldwide.

Learn more

WEBSITE

DOCUMENT MANAGEMENT