OMNI-CHANNEL-OUTPUT FACTORY

SPS's Omni-Channel-Output Factory integrates both digital and physical communication channels into a single holistic solution. This gives companies the opportunity to accelerate their digital transformation, optimize legacy processes and build resilient operations.

Why you should partner with SPS

SPS' Output Management System integrates easily with our customers' legacy systems and therefore expands the capabilities of their existing set-up.

SPS adheres to the highest levels of data and process security, complying with GDPR as well as all regulations pertaining to the banking, finance and health sectors.

Our global network of shared Service Factories has built-in redundancy. Workflows are shifted between operational centers in the case of disruption.

Omni-Channel-Output Factory: Key figures

Over 150 companies across banking, telecoms, insurance, energy and tech currently use **SPS' Omni-Channel-Output Factory.**

We have over **400 employees** dedicated to output processing and who handle over **1.5 billion documents** each year.

References

1. Multichnnel Merchant, *'Why Consumers Prefer Personalization.'* Accessed November 2020.

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Four key benefits of SPS' Omni-Channel-Output Factory:

1. INCREASE EFFICIENCY, REDUCE COSTS

By streamlining and automating their communications, companies can create efficiencies across both their digital and print operations. Many companies are already focusing on their digital efforts, but there is also great potential in optimizing print solutions.

2. A SEAMLESS COMBINATION OF PHYSICAL AND DIGITAL

The typical end customer communicates on physical and digital channels and wants to be able to switch seamlessly between the two. With our integrated solution, customers can get the best of both worlds.

3. CREATE PERSONALIZED EXPERIENCES FOR CUSTOMERS

A recent study showed that 44% of customers switch to brands that personalize their marketing messaging.[1] In addition, customers like to feel they are in control of the experience. Omni-channel personalization allows consumers to choose how and when they are contacted.

4. IMPROVE SECURITY AND ENHANCE BUSINESS RESILIENCE

The highest security standards as well as regulatory adherence are ensured by carefully tracking and auditing all communications. With our global network of shared-service centers, companies can also benefit from enhanced business continuity. In the event of a major disruption, workflows are shifted to another processing center with no loss of output.

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