MAKING THE DIGITAL ENTERPRISE REALITY
HOW NEXT-GENERATION DOCUMENT PROCESSING IS TRANSFORMING BACK-OFFICE FUNCTIONS

Making the Digital Enterprise Reality

Companies around the world have a major challenge ahead of them. The explosion in new digital channels means they are receiving ever greater volumes of customer communications. Traditional physical media, such as mail, is being supplemented with huge amounts of electronic communications ranging from Email, SMS, and PDF attachments, to Social Media queries. In fact, over the next decade the amount of data a company will have to process will increase at a rate of 30% per year.[1] Companies are drowning in information.

At the same time, customers are demanding quicker and more accurate responses, tailored to their exact wants and preferences and delivered on their preferred channel. Managing these two competing forces requires companies to completely re-think their operations, combining best-in-class inbound document management, process excellence and strategic off-shoring or near-shoring, all in one platform.

The Digital Enterprise

The first and most crucial step on the digital journey is to convert unstructured information from inbound customer communications into structured, useable digital data.

Intelligent Automation (IA) technologies can be used to scan, classify and extract relevant information from these communications, whether it is a social media post or a letter from a customer. Complex queries can be sent to a right-shoring center.

The next step for this structured information is to be entered into the company's workflows and systems and made available in the organization. This takes end-to-end (E2E) process excellence that seamlessly bridges the back- and front-ends of the company.

With this infrastructure in place, companies can then take a true omni-channel approach to outbound communications, responding to their customers on whatever channel they prefer.

Why SPS?

– SPS is an E2E provider that manages and takes responsibility for the whole process from inbound, all the way to multiple touch points with customers, resulting in better execution and operational management.
– SPS has deep technology and process experience. Therefore, it can implement best-in-class solutions for each stage of the digital journey.
– SPS is known for its Swiss quality and is ranked 3rd in the EMEA region for inbound document management by international outsourcing analysis firm, Nelson Hall.[2]
– SPS is one of the only hybrid providers that can manage both physical media, such as letters and forms, as well as digital media. This is true both for inbound capture and outbound communications.

Digital enterprise: Key numbers

75%
reduction in mail processing times[3]

50%
reduction in lead time and 20% increase in throughput[4]

40%
reduction in mail costs and increased customer satisfaction[2]

1 IDC, "Data Age 2025: The Evolution of Data to Life-Critical, Don't Focus on Big Data; Focus on the Data That's Big". April 2017
2 SPS, 'SPS ranked no.3 in EMEA region for its document management services.' Available at: https://www.swisspostsolutions.com/en/news/swiss-post-solutions-emeas-no3-document-management-bpo-provider. Accessed August 2018.
3 SPS Data
4 Implementation Consulting Group, "Avoiding the dead-end of end-to-end optimizations." Available at: https://implementconsultinggroup.com/avoiding-the-dead-end-of-end-to-end-optimisations/. Accessed July 2018.

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