

# SWISS POST SOLUTIONS HUNGARY

## DOCUMENT INPUT PROCESSING AND HR SERVICES

### AT NEARSHORE SITE IN HUNGARY



Business process outsourcing is the combination of cost-effective solutions and high-quality services. In order to guarantee the presence of these resources, Swiss Post Solutions is active in all the major markets in the world.

**SPS has been operating shared service centers in the EU country of Hungary since 2018 at sites in Budapest, Rábahidvég and Vasvár. The highly qualified employees specialize in document input processing and in a wide range of HR and payroll services for customers in the DACH region.**

#### Our services in Hungary

- **Document input processing services:** Full range of document input services, Central infrastructure (DDCA), Market-leading technologies (Kofax, OpenText), Application development & support, Digital and physical archiving
- **HR services:** Full range of payroll accounting processing, Travel expense claims, Hotline for employees, Application support (KIDICAP, SAP, B@bér)

#### Facts & Figures



#### About Swiss Post Solutions

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.

#### Our expertise in Hungary



- Lean Six Sigma-based operation
- LSS Black Belt support on site
- alga-certified German SME payroll support
- Kofax, OpenText, Microsoft-certified support team
- ITIL-based internal support
- Highly qualified management team
- Managers with more than five years of experience in CRM (contact centers), FPM (payment services) and ESS (payroll, digitization, procurement)

## Integration with Client Applications

### Document Processing Centers (On-/ Offshore)

#### On-Site Mailrooms



receive



scan



capture & index



save



verify



execute



create



print



send

#### Mailroom Services

#### Business Process Services -

Specialized Integrated Solutions for HR Administration

#### Output Management

Area for Artificial Intelligence deployment

Area for Robotic Process Automation deployment

### Customer benefits:



## FLUENCY

SPS processes documents worldwide in 36 languages. A large team of staff with the linguistic skills of native speakers is deployed for German-speaking customers for the particularly sensitive and complex issues involved in human resources management.



## EXPERTISE

The Hungarian employees are highly qualified in document processing, especially in HR. In-service training and professional development courses guarantee a consistently high quality of processing and a high level of knowledge.



## SECURITY

All SPS sites meet the high security requirements laid down in the ISO 9001 quality standard.



## COSTS

Potential savings of 30 % on average can be achieved by relocating operations to the SPS sites in Hungary.

Learn more about  
our solutions

