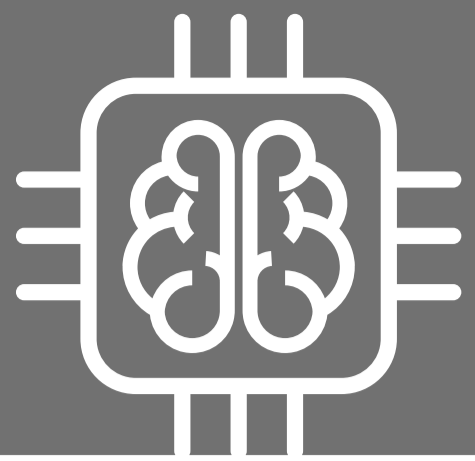


INTELLIGENT AUTOMATION REALIZING A NEW ERA OF BUSINESS PROCESSES



60% of customer dissatisfaction originates within back office inefficiencies¹

90% of technology budgets are spent on managing and maintaining legacy systems¹



81% of companies see AI and robotics as important directives toward operations strategy²

AI has the potential to double economic growth rates by 2035³

“Intelligent Automation – the combination of artificial intelligence and automation – is starting to change the way business is done in nearly every sector of the economy.”

– Deloitte

CREATING A POTENTIALLY BIGGER OPPORTUNITY

HIGHLY DIGITALIZED FRONT OFFICE

Banks dedicate 1/3 of their digital budget to mobile banking



VS

LACK OF DIGITAL PROCESSES IN BACK OFFICE

Automating back offices can help to realize **30%** cost savings¹



CHALLENGES OF IMPLEMENTING INTELLIGENT AUTOMATION



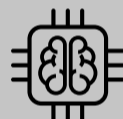
98% of enterprises have an automation agenda and investment in AI is growing at a high rate, but adoption remains low^{2,4}



Striving for high data quality:
Extracting the right information in unstructured data and scaling the value from extracted data to analytics



Demanding requirements:
Legal, compliance and risk management



Automation clash:
Managing high expectations for efficiency and long-term agility vs. rapid cost takeout to sell the ROI
– 35% of C-level executives state immediate cost savings are not high enough²



Decentralized initiatives within companies:
Lacking an integrated approach to automate processes



No sound ecosystem:
Fragmented IT landscape and no joint platform

QUALITY

SPEED

COST

Customized Approach
Matching the right solution and suitable technology to your problems

End-to-end processes
Digitizing data across all communication channels and automate subsequent work processes

Specialist in Document Management
Realising a competitive advantage, improved profitability and heightened productivity for you

A NEW REALITY

Business Process as a Service (BPaaS)
Scalable operational model and transaction based pricing increasing flexibility to adapt to future business needs

No changes
to existing IT landscape

Highest standards
in compliance and data security

VOICE OF THE CUSTOMER

“SPS processes **12,000 invoices** in over **40 languages** per day for us. Partnering with SPS helped us to reach a **70%** degree of automation, to reduce the process time from **4 weeks to 2 days** and to decrease transaction costs by **74%**.”

– International transport company

“SPS managing our customer service decreased manual processing by **50%** and reduced process time from **7 to 3 minutes**.”

– Telecom company

“Handling peaks of **+60-70%** insurance claims in addition to processing **3,000 pages per day** – thereof **25%** physical – is now reality with SPS. No temporary work is needed.”

– Insurance company



Source: ¹Capgemini, ²HfS, ³Accenture, ⁴McKinsey

For further information
www.swisspostsolutions.com

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