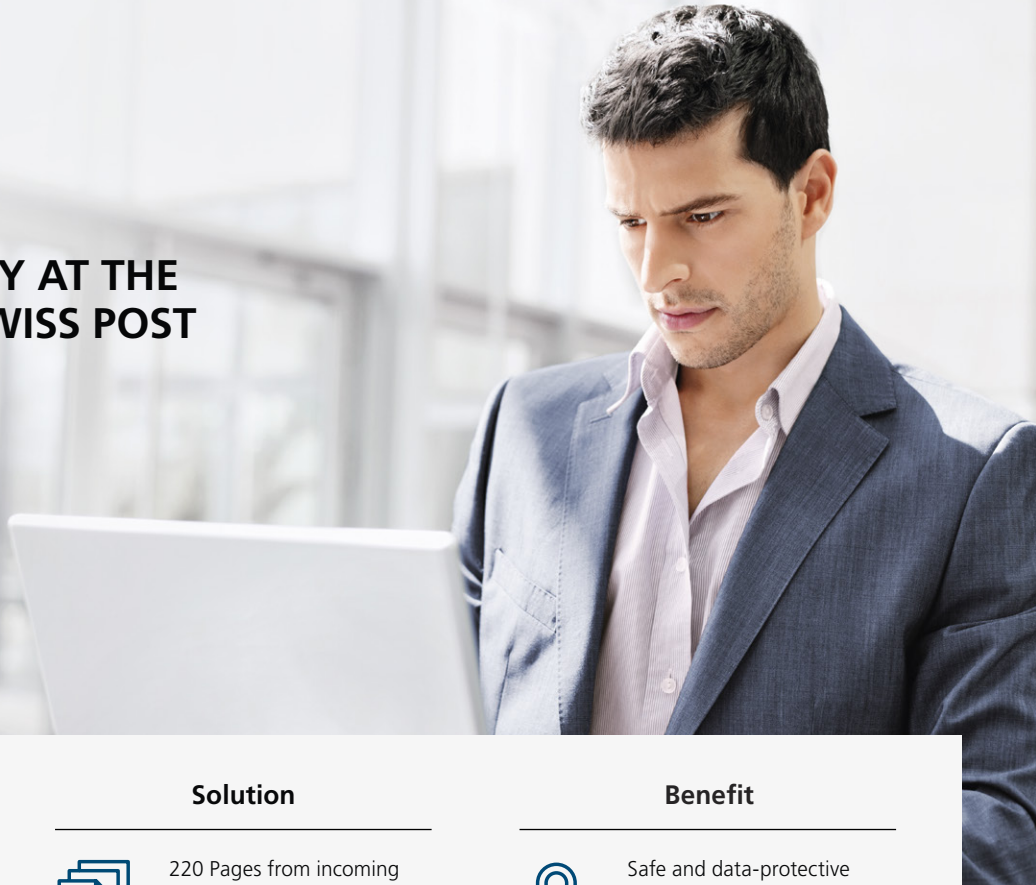


SWISS POST

DIGITAL MAIL DELIVERY AT THE HEADQUARTERS OF SWISS POST



Challenge



24/7 – The incoming mail is available around the clock.

Solution



220 Pages from incoming mail are digitised daily

Benefit



Safe and data-protective compliant destruction of incoming mail is ensured by SPS after 20 days

The «Paperless Office» solution of SPS Switzerland Ltd enables the digital delivery of letter mail to companies. More specifically, the incoming mail is scanned and sent to the employees by e-mail or team mailboxes. Swiss Post's headquarters were converted to digital mail delivery in January 2017.

The Challenge

Through the relocation to the new headquarters of Swiss Post «Espace Post» and the «Open Space» workplace design, the philosophy of personal workplaces at headquarters has been abolished. An independent availability of incoming mail, regardless of the workplace, is essential to allow Swiss Post employees to run «home office» and to work at different locations. «The Swiss Post is always where you are» is therefore not only an advertising slogan for Swiss Post's customers, but also a promise to all users of postal services - including employees.

Several extensive discussions with SPS have led the Swiss Post to the decision to introduce the digital postal delivery at its headquarters and make its incoming mail digitally available to employees. The digitisation of incoming mail provides employees with much more flexibility and faster access to their mail and enables direct integration into electronic workflows.

The Solution

Since January 2017, approximately 2,000 employees based in the headquarters «Espace Post», have received their daily incoming mail digitised in their own outlook mailbox or in a team mailbox. The incoming mail is collected by the SPS team at the Härkingen Mail Center and forwarded to the central mailroom in Bern-Bümpliz for further processing, where the scannable mail is sorted out and forwarded to the SPS scanning team for digitisation.

Incoming mail that cannot be digitized, such as brochures or magazines are sent physically to the delivery points as usual.

In the second step, the mail is scanned and prepared for forwarding to the recipients. Personally addressed mail items which can be clearly assigned to a postal employee are delivered directly as e-mail in to the respective employee.

Non-personally addressed mailings that are not clearly assigned to a postal employee can be sent to a team mailbox. The E-Mailbox is a web-based solution for distribution of impersonal incoming documents into different mailboxes. With an authorization process, access to personal or team mailboxes is controlled. The authorized person can use the application to process incoming mail, forward it or transfer it to a workflow.

The original mail is kept in a temporary file for 20 working days. By clicking in the e-mail, these documents can be ordered during the time given for physical delivery. The delivery takes place on the next regular delivery round. All other documents are destroyed in the SPS Service Center after the defined short-term archiving has expired in accordance with data protection regulations.

The Benefits

Swiss Post Solutions has accompanied Swiss Post from the outset as a consultant to optimise mail processing. Furthermore, the «Paperless Office» solution was able to completely fulfil the needs around digitisation. Moreover, thanks to the electronic delivery of incoming mail, employees of Swiss Post can now retrieve their mail quickly and easily – regardless of where they work.

As an ISO-certified outsourcing partner with many years of experience and profound knowledge in document management, SPS also meets all the required performance and quality standards.



Über die Schweizerische Post

As a diversified company, Swiss Post operates in the communication, logistics, retail financial and passenger transport markets. Within the communication market, its services include delivery of letters, direct marketing, and information and document solutions. In logistics, it operates in Switzerland and internationally as a parcels, courier and express service provider. In retail finance its subsidiary PostFinance Ltd offers extensive services for payment transactions, retirement planning and financing solutions. In the public passenger transport market its subsidiary PostBus Switzerland Ltd operates regional, municipal and urban bus services. Swiss Post operates in approximately 25 countries. The company employs more than 61,000 members of staff worldwide and generated turnover of over CHF 8.18 billion in 2016.

Learn more
about

