
NEWS RELEASE

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NPS Communication 2022

For the fourth consecutive year, SPS breaks the “World Class” threshold for customer satisfaction

Zurich, Switzerland – SPS, the leading outsourcing provider for business process solutions and innovative services in document management, achieved a world-class Net Promoter Score (NPS) of 79 points for 2022. This is the fourth consecutive year SPS has gained a “World Class” ranking in the customer satisfaction survey.

“Our customers gave us a Net Promoter Score of 79, well above “World-Class”. Great customers inspire and enable us at SPS to deliver our best work, so we are thankful for their recognition. I speak for all at SPS when saying that we look forward to evolving and growing with our customers and helping them to digitize and transform their businesses,” said Joerg Vollmer, CEO of SPS.

The annual SPS customer satisfaction survey of around 400 clients is conducted independently. It assesses how willing customers are to recommend SPS, as well as other key markers of customer satisfaction, with a threshold of 70 points above which customer satisfaction is regarded as World Class.

Even as we faced a challenging labour market in several regions, SPS has continued to deliver high customer satisfaction. In the survey, all SPS regions achieved a score that ranked them as “World Class”.

SPS thanks all of its stakeholders for these outstanding results.

For more information, contact:

SPS Global Communications
globalmarcom@spsglobal.com

About SPS

SPS is the leading outsourcing provider of innovative services in business processing and data management. Building on our Swiss foundations and global footprint, we are the trusted partner for process optimization and intelligent automation. With transformative end-to-end solutions, we create new possibilities for our clients.

Headquartered in Zurich, Switzerland, SPS operates in more than 20 countries and focuses on clients in banking, insurance, health and legal. SPS has more than 8,500 employees and is recognized with a world-class NPS by its global client base.

Learn more how SPS’s people make an impact that matters at www.spsglobal.com



The Power of Possibility