

HIGH TECH CAMPUS EINDHOVEN

Increase resilience, productivity and employee satisfaction with the smart hybrid workplace solution



Challenge



Employee demands for hybrid working outside of the office

Solution



Smart hybrid workplace services such as document logistics, scanning and office services

Benefit



Positive employee experience and recruitment of global technology talent

The world of work is fundamentally changing. Employees are demanding more flexibility in terms of how, where and when they work. While most of them do not want a completely remote working model, they would like to have the flexibility to work from different locations and to better adapt their working hours to suit their needs. Based on these employee desires, High Tech Campus Eindhoven (HTC), a large research and development campus in the south of the Netherlands, has long been paving the way for the digital future and has been relying on the digitalisation concepts of SPS for years. Until 2012, HTC had handled letter and parcel distribution using traditional methods involving great manual effort.

Adapting to the new world requires innovative solutions for every situation

Since December 2012, SPS has been managing letter and parcel distribution at the headquarters and two administrative, research and production sites of one of the world's largest electronics companies, which is one of the many tenants on the campus. A total of around 13,000 employees work at the High Tech Campus.

In 2022, SPS handled approximately 250,000 incoming and outgoing letters and parcels in the Netherlands alone. In addition, SPS provides

many other smart hybrid workplace services to HTC and HTC offers these services to its tenants in turn. These services include courier and delivery services, document logistics and scanning or office services such as reception and administration services. SPS scans highly sensitive business documents pertaining to patents and invoices for the electronics company in over 20 countries worldwide. A core team of employees ensures that all SLAs are met. Although HTC is increasingly switching to flexible workplaces, 99.6% of all shipments are still delivered to the recipient within eight hours. SPS thus enables customers such as HTC and its tenants and their employees to

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SPS Smart Lockers have helped us to create a smart and welcoming environment for our tenants. Parcels are stored securely in the lockers until they are collected when needed. What's more, we have found that this process is even faster than traditional desk delivery. Faster deliveries and a tidier workplace – a win-win situation for us all.

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– Anne van Wijchen, Sustainability Management, High Tech Campus Eindhoven

work smartly from anywhere and ensures that processes continue smoothly at all times. HTC owes the very short SLA delivery times to the implementation of SPS Smart Lockers. This enabled HTC to reduce the original delivery time of 24 hours down to eight hours.

Further process optimisations through IT support services – efficient and secure

To further optimise internal process flows, HTC uses SPS IT support services. These services range from support in the development of HTC's in-house registration system for incoming goods and deliveries and voice control system for sorting post in order to help in the introduction of a suitable dispatch management tool.

These systems and tools help HTC to increase process efficiency, improve tracking capabilities and draw useful statistics that enable ongoing optimisation.

Overview of HTC's advantages

- SLA compliance guaranteed at all times – 99.6% of all shipments are delivered to the recipient within eight hours.
- Resilient operating model – the digital processes of SPS enable HTC's tenants to offer their employees hybrid working models and the ability to work from anywhere, making them an attractive employer.
- High level of security – SPS complies at all times with security requirements in accordance with legal provisions; the processing of sensitive personal data is part of SPS's core business.
- Increasing efficiency and reducing costs – by reducing manual steps in key processes, HTC has been able to increase efficiency while creating a better experience for end customers and employees.

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About High Tech Campus Eindhoven

High Tech Campus Eindhoven is an ecosystem of 235 high-tech companies. It is home to more than 12,000 innovators, researchers and engineers, who are developing the technologies and companies of tomorrow.