

GLOBAL FINANCIAL SERVICES COMPANY EMBRACES FLEXIBLE WORKING

SPS rolls out a Digital Mail solution across Europe as a key step towards Digital Transformation

Challenge

Transformation

As lockdowns across the UK and Europe forced employees out of the office, this company wanted to take the opportunity to adapt to flexible working practices.

Solution

Europe-wide Solution

Long-time partner SPS positioned Digital Mail as a key tool for remote working, rolling out the solution in the UK with Europe soon to follow.

Benefits

Flexible Working

The company's staff can now access their incoming mail without having to visit an office, and crucially can quickly share documents digitally with colleagues across the Europe.

Since the pandemic, businesses have wanted to adapt to the more flexible demands of their employees. This company was no different, and looked to trusted partner SPS to help staff be just as effective outside the office as they are inside of it. SPS first brought in Digital Mail for the UK, and now handles the inbound mail process for the company across Europe.

Commitment to change

As businesses adapted to the forced move to remote work in 2020 and 2021, it became clear that new processes would have to be put in place to enable staff to work just as efficiently at home as in the office. For some companies these were short-term measures, but others saw the potential to adapt.

This financial services company thought the direction of future working was clear: employees wanted to be able to work with flexibility. The company wanted to be at forefront of any transition to remote working, and looked to its partners to find some effective solutions.

One such challenge to overcome was incoming mail. With employees out of the office, mail would often pile up uncollected waiting for staff and teams to visit the company's sites. To ensure critical correspondence could still be actioned and shared, the company reached out to its long-term partner SPS for a digital solution.

Well experienced in supporting digital transformation, SPS positioned its Digital Mail as a solution for the company. Seeing the potential for Digital Mail, the company were keen to hear more from SPS about its potential – even seeing that Digital Mail could become a tool the company used across Europe. In March 2023, SPS was asked to present to the company's European

executive teams about the solution, gaining strong traction for Digital Mail ahead of the UK launch.

Digital access

With the UK solution in place, the company's remote teams could benefit from much easier access to their mail. Rather than having to visit an office to collect correspondence, the bank's employees now have access to any letters via a Digital Mail portal on their devices.

The mail itself is still received at the company's office locations by SPS' on-site teams, where it is scanned into the Digital Mail platform. Once a letter is received and scanned, staff receive a notification to their email inbox to login to the Digital Mail portal and access the message. The notifications can be configured to send items addressed to both individuals and teams, meaning key updates are unlikely to be missed, even if team members are away. Once received, the correspondence can then be read, printed, saved locally or even shared digitally with other people or departments.

This sharing capability stood out to the company, primarily the potential to communicate quickly and easily with other geographies. After agreeing to a rollout of Digital Mail in the UK, the company decided that the solution could help push its flexible working initiative equally well across Europe.

Embracing flexibility

With SPS Digital Mail now live in the UK, the company has already begun to realise its potential. As well as supporting its commitment to building a flexible workplace, the company has also seen raised levels of efficiency. Another benefit to the company has been much greater auditability. Before Digital Mail, keeping track of which letters had been collected or sent on was very challenging. With inbound mail information now logged in the Digital Mail portal, checking the journey of any correspondence is accessible in just a few clicks.

Following the success in the UK, SPS has already begun to roll out the solution in Europe. Similar solutions have gone live in France and Italy, with Spain due to follow shortly. Looking further ahead, solutions for the Netherlands and Poland are in the testing stage, with three more countries to come in the next few months.

The company is not planning to stop its transformation at just Digital Mail. While Digital Mail is the focus while the European rollout continues, SPS and the company have had early conversations about adding a Hybrid Mail solution in the future, bringing digitisation to the company's outbound mail to complement the improvements to inbound.

With Digital Mail in place in the UK and being steadily implemented across Europe, SPS has helped the company advance its goals for digital transformation. The company highly values its status as a flexible and modern employer, and will be pleased that its key teams no longer feel tethered to the office.



About the Client

This global financial services company has a major presence across the world and is one of the most recognisable in its industry. It employs tens of thousands of employees worldwide and earns billions in revenue each year.