

# BKW

## SHAPING THE FUTURE TOGETHER

Enterprise Workplace Solutions from SPS – the success story continues.

### The challenge



Strong growth of the BKW Group combined with increasing requirements of the mail room and central services to maintain work flow

### The solution



In-house mail room (incoming/outgoing mail), central services and reprographic services by SPS

### The benefits



SPS makes available its extensive expertise and resources and manages the increased workload with faster throughput times

The SPS team has been supporting BKW employees in handling incoming and outgoing mail at the headquarters in Bern since 2009. The partnership-based cooperation that has developed over the years is key to the successes we have achieved together. SPS is not only considered a supplier, but also a strategic partner. This has a palpably positive effect on the cooperation.

### Ready for the next milestones

SPS provides BKW with a state-of-the-art, secure mail room, central services and reprographic services that deliver the expected results and support BKW with internal change management. Business continuity has been maintained over several years, including during the pandemic.

Current processes and activities are regularly reviewed and adjusted if necessary, so that BKW can further increase efficiency and continue to expand its service leadership.

### Day-to-day handling of incoming and outgoing mail

Every morning, incoming mail is collected from the mail centre, sorted on-site at BKW headquarters and distributed to employees. Outgoing mail is received daily in the mail room, and SPS ensures that it is handed over to the various shipping service providers on the same day, if possible with prepaid and optimised postage. SPS also organises and distributes the international and freight shipments.

### SPS ensures data protection and compliance at all times

Data protection and compliance are very important to BKW. Compliance requirements must be strictly adhered to during all processing activities. SPS guarantees ISO-certified processes that comply with these guidelines and external specifications. BKW and SPS also subscribe to the UN Global Compact, the world's largest corporate sustainability initiative. The companies thus undertake to comply with responsible business practices.

### Central services

Besides mail item delivery and collection, central services also include the procurement, storage and replenishment of copying and printing paper at various locations. SPS also supports internal and external parcel transport as well as the processing and storage of print media such as brochures. Furthermore, SPS manages around 30 standard office supplies, handles the processing and storage of print media as well as the procurement and storage management of BKW printing

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We are very satisfied with the services provided by SPS. In recent years, we have come to know and appreciate SPS as a competent, reliable specialist for Enterprise Workplace Solutions. BKW can fully concentrate on its core business thanks to the close cooperation with SPS.

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– Fabienne Reusser-Lehmann, Head of Facility Services at BKW

paper, envelopes and packaging material. In addition, SPS offers efficient handling of large-volume shipments, takes on various packaging tasks and manages printer, packaging and franking machine maintenance, guaranteeing a seamless, comprehensive solution for the needs of BKW.

#### SPS provides reprographic services on-site at BKW

SPS offers a wide range of printing, copying and binding services tailored to the diverse needs of BKW employees. The comprehensive services include serial letter printing, wage statement creation, processing mailings from pension funds and the production of product sheets. SPS also prints brochures and posters for the BKW training centres.

Equipped with the latest technology and know-how, SPS provides high-quality, efficient printing solutions. Flyers and brochures in formats from A5 to SRA3 are produced on-site. SPS coordinates and delivers large-format printing projects on time.

#### The benefits for BKW at a glance



##### Time saved and ability to focus on the core business

By reducing non-core activities, BKW can pool its resources, concentrate on its core tasks and make better use of the potential of talented people.



##### Increase in efficiency

SPS provides great know-how and resources and copes with both the increasing workload and the faster throughput times.



##### Service level compliance

Compliance with the SLAs is guaranteed at all times.



##### High quality and safety standards

SPS always fulfils the statutory duty of care when handling customer data and complies with BKW's compliance guidelines. Processing sensitive personal data is one of SPS's core activities.



##### Partnership

The cooperative partnership that has developed over the years is a key success factor. SPS is not only considered a supplier, but also a strategic partner..



#### About BKW

BKW is a growing network with over 11,500 employees in 140 companies in Switzerland and Europe. BKW stands for sustainable energy production, resource-saving infrastructure and environmentally friendly buildings.

BKW experts advise customers in the areas of engineering, building technology and intelligent energy procurement. They plan and implement energy, infrastructure and environmental projects for companies, private individuals and the public sector.