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# ENTERPRISE WORKPLACE SOLUTIONS

Hybrid Workforce Experience, Office Logistics,  
and Enterprise Business Support



The Power of Possibility

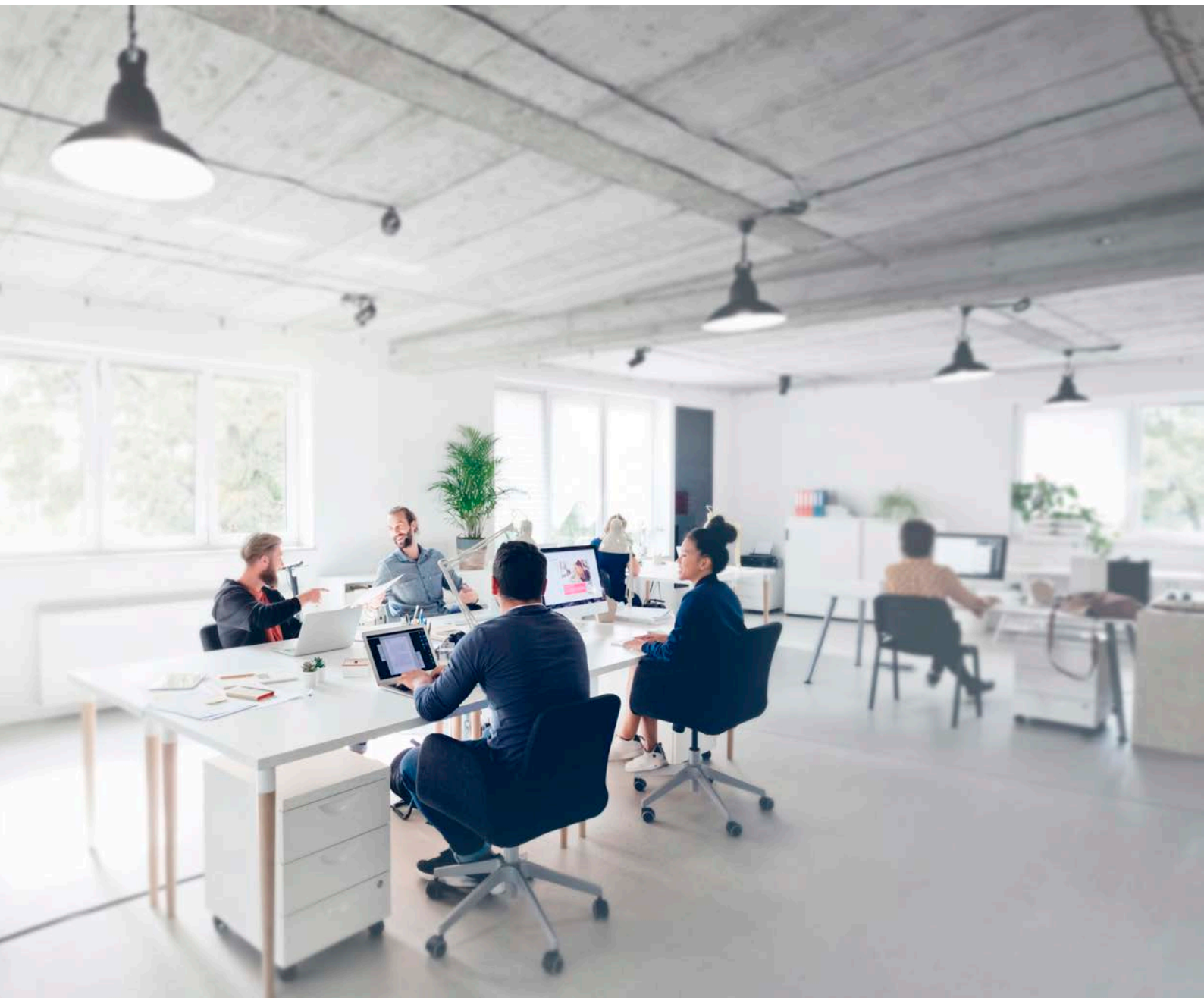
# ENTERPRISE WORKPLACE SOLUTIONS

## ENABLING THE FUTURE OF THE WORKPLACE

Our workplace solutions are a driving force for better business results: whether it is enabling collaboration, raising productivity or driving employee and client engagement.

Successful enterprises understand that offices today need to support collaboration with an environment that enables and enhances their culture. This requires a flexible, digital modern workplace model, but few have a plan or the right partners to bring it to life.

SPS offers comprehensive outsourcing solutions — Hybrid Workforce Experience, Office Logistics, and Enterprise Business Support — that create a flexible workplace allowing employees to focus on what they do best: delight customers and achieve better business outcomes.





Operating in over  
**20**  
countries



Annually processing over  
**1.3 billion**  
documents

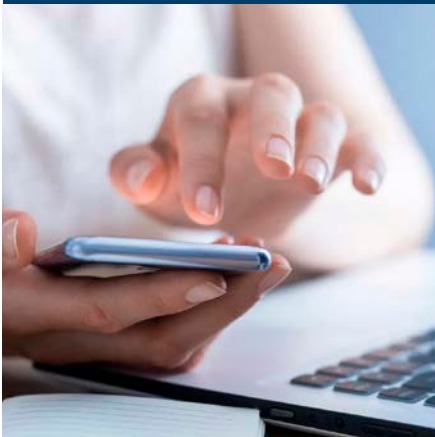


Net Promoter Score (NPS)  
**80**  
95% contract renewal rate

With decades of experience, our highly trained teams take labour-intensive processes off your hands, cutting through the complexity of essential day-to-day tasks. Our culture and our focus on people nurtures a team that consistently delivers reliable workplace solutions. Together we exceed our clients' expectations and contribute to their success.

Whether your teams work hybrid, onsite, or fully remote, we're ready to unlock your workplace's potential. Just ask the leading businesses we're proud to power every day.

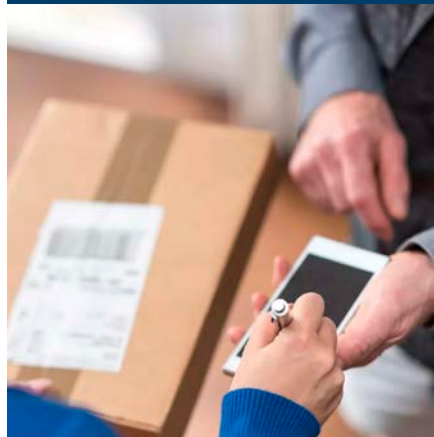
### Hybrid Workforce Experience



Driving Employee Engagement and Productivity: SPS makes Hybrid Workplaces a reality.

- Front of House & Virtual Reception
- Helpdesk & Concierge
- Hospitality, Meeting Support, and Desk Booking
- AV & Tech Support
- Digital Mailroom
- Smart Lockers

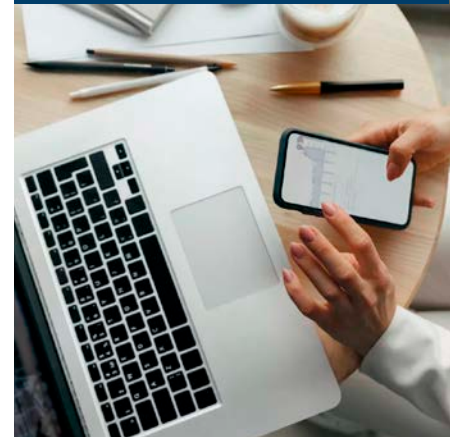
### Office Logistics



The process engine behind today's most successful companies.

- Mail and Parcel Management
- Reprographics
- Presentation Services
- Managed Print, Courier, and Postage
- Office Moves and Changes
- Asset and Inventory Tracking

### Enterprise Business Support



Experts you can rely on with a partner you can trust.

- Records Management
- Admin Support
- Database Management
- Expense Management
- Vendor Management
- Cost Centre Management

**INTEGRATED SERVICE PLATFORM**  
Staff service app and compliance

**INFORMATION AND DOCUMENT PROCESSING**  
Digital business processes

# HYBRID WORKFORCE EXPERIENCE

## WELCOME YOUR EMPLOYEES TO THE FUTURE OF WORK

Whether it's enabling your employees to work on-site or remotely or you're welcoming business partners into the office, our hybrid workplace services improve collaboration and delight customers.

With the hybrid workplace here to stay, businesses are searching for a best-fit approach to address the challenges of rapid changes, tight labour market, and escalating employee expectations. Bridging the gap between employees and employers demands an evolving strategy. Our services create a connected office that fosters better collaboration and support — regardless if your team is working onsite or remotely.

We boost your competitive edge by building an environment that caters to your employees' needs, enhances productivity and creates a frictionless experience. From virtual receptions, to desk booking and hospitality, to smart lockers and digital mail management, we create an environment that allows your teams to succeed.

Redefine what's possible for your hybrid workforce with expertise trusted by the world's leading businesses.



### Front of House & Virtual Reception

We provide a professional and welcoming experience for visitors, whether they are physically present or connecting remotely. Our team of trained receptionists ensure that every visitor is greeted professionally and directed to their desired destination. With our virtual reception services, we use advanced technologies to provide a seamless and personalised experience for remote visitors.



### Helpdesk & Concierge

We understand the importance of providing excellent support to your employees and guests. Our Helpdesk & Concierge services ensure that any inquiries are promptly addressed and resolved. A knowledgeable team is available 24/7 to provide technical support and assist with any other requests, such as booking transportation or recommending local amenities.



### Hospitality, Meeting Support, and Desk Booking

Creating a frictionless and efficient meeting experience is crucial for productivity and collaboration. Our Hospitality, Meeting Support, and Desk Booking services allow your employees to easily access event planning support, book meeting rooms and catering, access resources, and receive assistance with setting up technology for presentations — ensuring every meeting is a success.



### AV & Tech Support

Our AV & Tech Support services offer comprehensive assistance with audiovisual equipment, video conferencing systems, and other technology tools. Our skilled technicians check and verify that all equipment is functioning properly and provide training and troubleshooting support to maximise productivity and minimise downtime.



### Digital Mailroom

Our Digital Mail services digitise your incoming mail, allowing your employees to access it securely and conveniently from anywhere. We use advanced digitisation technology to convert paper mail into digital files, which can be easily searched, stored, and shared. This not only saves time and reduces clutter but also enhances data security and compliance.



### Smart Lockers

Smart Lockers provide a contactless and secure method for the delivery of packages to our customer's employees. This solution reduces the requirement of staff deliveries, while providing employees a flexible service with the ability to retrieve their packages or documents 24/7. Our smart locker solutions provide package tracking and notifications, and advanced security features, such as biometric authentication.

# OFFICE LOGISTICS

## THE PROCESS ENGINE BEHIND SUCCESSFUL COMPANIES

Our Office Logistics services enhance your organisation's day-to-day onsite operations with our highly trained talent, best-fit technology, and world-class best practices to help your team do what they do best and deliver higher value.

In an increasingly digital world and disparate workforce, labour-intensive processes and outdated systems absorb capacity and hinder growth. As your reliable expert, our services range from optimised logistics and secure inbound and outbound information management, to qualitative print and reprographic services.

Our goal is to create sustainable business impact by optimising your processes and elevating your service levels. We don't just manage — we transform your office logistics and deliver an innovative information hub. Drive better office experiences with efficient services put into practice at the world's leading businesses.



### Mail and Parcel Management

Our efficient mail and parcel management services ensure that your incoming and outgoing mail operations are fully optimised. We provide reliable tracking, sorting, and delivery to ensure that important documents and packages reach their intended recipients promptly and securely. We also manage courier delivery processes and postage optimisation for outbound mail or packages.



### Reprographics

Our reprographic services include high-quality printing, scanning, and copying solutions. We utilise state-of-the-art technology and best-in-class equipment to deliver exceptional results, whether you need marketing materials, reports, or presentations.



### Presentation Services

Make a lasting impression with our professional presentation services. Our skilled team can assist you in creating visually compelling presentations that effectively communicate your message. From designing and formatting to printing and binding, we ensure that your presentations are visually stunning and impactful.



### Managed Print, Courier, and Postage

Our experienced team can manage your office printing infrastructure including printer maintenance and supplies. We can also manage your external courier suppliers, ensuring the right services at the best rates, and we can efficiently consolidate your outgoing post, reducing postage costs.



### Office Moves and Changes

Planning an office relocation or rearrangement? Leave it to us. Our experienced team will manage the entire process, from planning and logistics to execution. We minimise disruption and ensure a smooth transition, allowing your team to focus on their core responsibilities.



### Asset and Inventory Tracking

Keep track of your valuable assets and inventory with our advanced tracking systems. We help you efficiently manage and monitor your assets, ensuring accurate inventory control and minimising loss or theft.

# ENTERPRISE BUSINESS SUPPORT

## EXPERTS YOU CAN RELY ON. A PARTNER YOU CAN TRUST

Our Enterprise Business Support services take care of non-core essential processes so you can focus and scale what's at the heart of your business.

As organisations look to evolve and adapt to changing market conditions, administrative resources often become stretched and overlooked, limiting plans to scale and causing expensive delays. As your trusted workplace partner, we bring management and control to critical operational and administrative tasks that impede agility and lead to stagnation.

Our services cover a variety of administrative tasks including supply chain management, cost centre reporting, expenses management, database integration, and records management solutions. We help you stay ahead with scalable services that flex and adapt as much as your operation requires.



### Records Management

Our records management services provide comprehensive solutions to efficiently organise and maintain your business documents. From document digitisation to secure storage and retrieval, we ensure that your records are easily accessible and protected.



### Admin Support

Our admin support services handle the day-to-day administrative tasks that can bog down your team. From managing schedules and appointments to coordinating travel arrangements and handling correspondence, we help keep your business running smoothly.



### Database Management

Effective database management is crucial for optimising your business processes. Our experts ensure that your databases are organised, updated, and secure. We also offer data analysis and reporting services to help you gain valuable insights and make informed decisions.



### Expense Management

Managing expenses can be time-consuming and prone to errors. Our expense management services streamline the process, from capturing receipts to reconciling expenses, ensuring accurate and timely reporting. This allows you to track and control costs effectively.



### Vendor Management

Dealing with multiple vendors can be challenging and time-consuming. Our vendor management services handle all aspects of supplier relationships, from sourcing and selection to contract negotiation and performance monitoring. We ensure that you have the best suppliers to meet your business needs.



### Cost Centre Management

Understanding and managing your cost centres is crucial for financial control and accountability. Our cost centre management services provide detailed reporting and analysis, enabling you to track and optimise costs across your organisation.

# OPTIMISE YOUR COMPANY WITH ENTERPRISE WORKPLACE SOLUTIONS

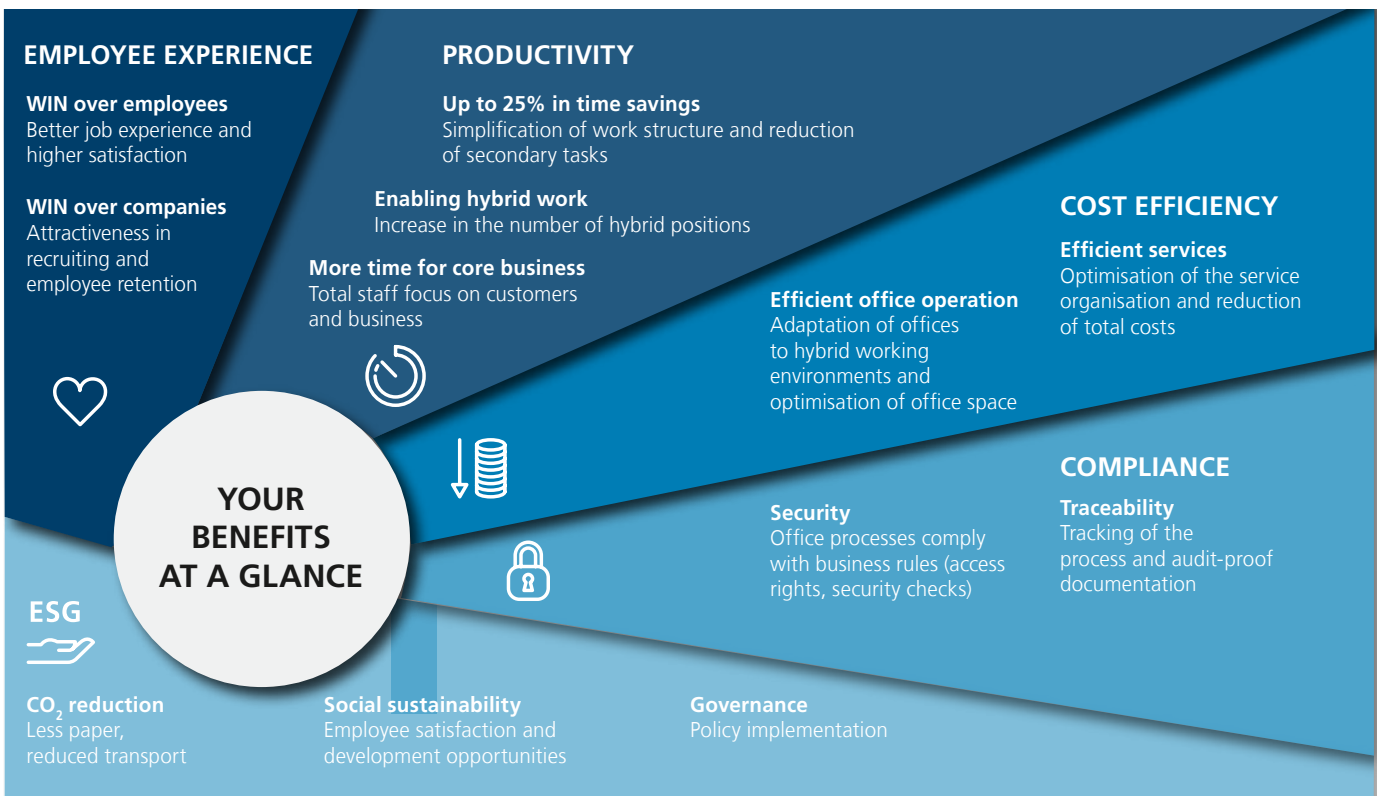
We understand how important it is to your business that your employees have a positive experience. Our solutions are intended to improve your employees' experience and increase employee satisfaction. This not only makes you more attractive to potential talent but also strengthens the loyalty of your existing workforce.

Increase your team's productivity with our innovative solutions. We enable the seamless integration of hybrid working models, resulting in a higher number of flexible workplaces. By simplifying workflows and reducing secondary tasks, we enable your staff to focus fully on customers and business matters.

Ensure compliance and security in your company. Our solutions ensure that office processes comply with applicable business rules, from access rights to security checks. Traceability is guaranteed through tracking processes and audit-compliant documentation.

With our focus on environmental, social and governance (ESG) issues, we can support you in your sustainability goals. Reduce CO<sub>2</sub> emissions by using less paper and reducing transport. Social sustainability is promoted through employee satisfaction and development opportunities. Our solutions also help you to implement governance policies in order to ensure responsible corporate management.

Discover the benefits that our Enterprise Workplace Solutions can bring to your business and improve your competitive edge today.



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The Power of Possibility