



UNLOCKING THE POWER OF GROWTH

Creating sustainable business success in a complex, fast-changing world



The Power of Possibility

INTRODUCTION

In a world grappling with a polycrisis, how can businesses not only survive but thrive and grow?

The World Trade Organization (WTO)¹ coined the term polycrisis to describe the confluence of challenges facing global industry – including global economic stagnation, geopolitical conflict and climate change. Each of these challenges, in the past, might have been described as once-in-a-generation events. Today, we are tasked with dealing with all these major global events at once.

Furthermore, ageing populations in the US and Europe are not only changing societal structures but also creating current and projected talent shortages that will impact business growth. Meanwhile, new technologies are causing significant disruption to a host of industries. Artificial intelligence (AI) in particular is expected to drive a major wave of transformation in the coming years, with generative AI models now able to answer questions and create written content in ways that are indistinguishable from a human. These applications can be used to automate a huge range of knowledge work, from customer service, to marketing and sales to advanced R&D.

To respond effectively and to thrive in this dynamic environment, companies need to reset, refocus and redesign to center on one major priority – growth.

Recent Gartner research names growth as the single biggest priority for businesses right now.² This is a fascinating phenomenon, considering the negative external forces at play. Rather than retreat, or lay low and wait out the current series of crises, many CEOs remain optimistic about their companies' prospects beyond the current challenges.³

Boston Consulting Group's annual CEO survey for 2023 found that right now, leaders are actively investing so they can build resilience for the challenges ahead and reset their organizations for growth.⁴ Talent retention, talent development and product and service innovation were all listed as investment priorities by around three-quarters of global executives.⁵

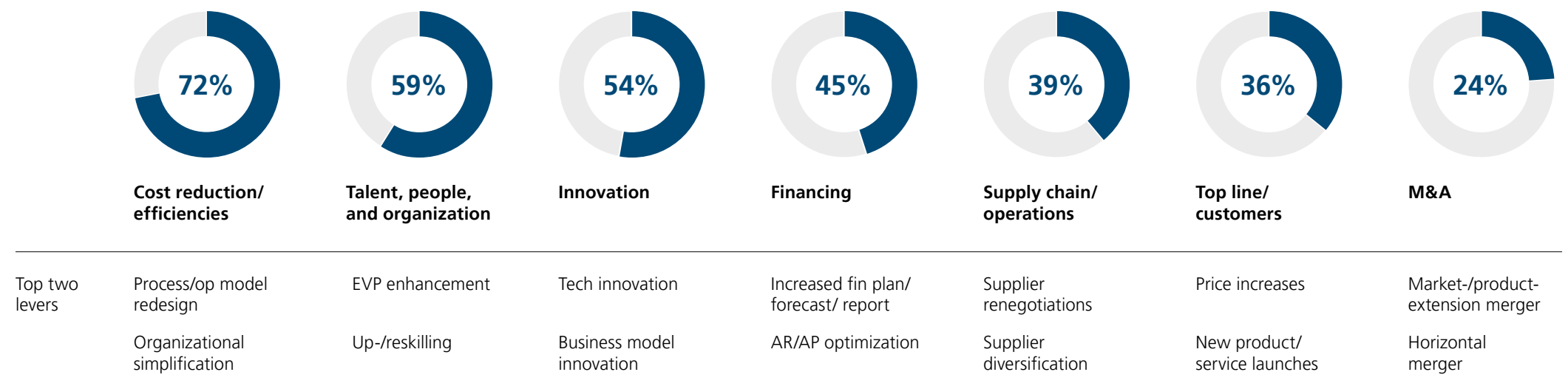
This can-do attitude suggests business leaders are recognizing that times of great external pressure are often key opportunities to innovate, distinguish their business from the competition and to lay foundations for lasting business success.

Business growth undoubtedly brings huge potential benefits. From being able to increase market influence, to growing revenues and profits. A bigger business also typically means having more resources to invest in R&D and innovation. But growth must be carried out carefully. Scaling too fast, without a solid growth plan, sufficient staffing or adequate capital in place, can leave companies unable to fulfill obligations, while putting pressure on the balance sheet.

Companies Are Pulling Levers on All Fronts in Response to Uncertainties

Planned actions to navigate uncertainties in 2023 (% of respondents)

3% of respondents planning to take no action in 2023



Source: BCG analysis based on a global C-Suite survey with n = 759 respondents.

HOW SPS CAN HELP BUSINESSES TO RESET FOR GROWTH

SPS is at the forefront of digital transformation, and our suite of solutions is designed to help companies unlock their growth potential. This white paper explores **five key enablers** that can help companies seize opportunities and set themselves up for sustained business success.

Business efficiency

1

Utilizing an ideal combination of human talent, streamlined processes, and intelligent automation technologies like AI and robotics, we elevate productivity across essential business operations. SPS is committed to integrating these elements to empower clients to improve operational efficiency and carve out space for exploring new growth opportunities.



Customer Experience (CX)

2

CX is a major growth driver as it boosts customer loyalty and retention, as well as increasing sales. SPS helps its clients to rapidly improve customer experience with superior service processes, shorter response time, enhanced employee engagement and omni-channel communications delivered via each customer's preferred channel, and faster response times.



Agility and scalability

3

We help companies easily scale up and attack new markets, so they can be first to seize new opportunities. SPS provides agile business services and rapid scaling of operations. The agile solutions are based upon cloud systems, intelligent automation and unique smart shoring options.



Employee Experience (EX)

4

We help companies win the battle for talent with our Enterprise Workplace Solutions. SPS enables companies to free their employees' minds and bodies, so they can deliver meaningful, value-adding work, wherever they are. Furthermore, employees treated with the respect and flexibility they deserve tend to stay, boosting employee retention.



Environmental, Social, and Governance (ESG)

5

ESG is a set of standards measuring a business's impact on society, the environment, and how transparent and accountable it is.⁶ Our digital-first suite of solutions helps companies to meet regulatory requirements, decarbonize their operations, improve governance and enhance employee well-being, all of which strongly support long-term growth.



FIRST ENABLER

UNLOCKING THE POWER OF BUSINESS EFFICIENCIES



With the global economy slowing down, creating new business efficiencies will be the key to future business growth. Efficient, high-performing businesses have the time and resources to spot and act on seize growth opportunities much faster than the competition.

They utilize technology intelligently and effectively and can achieve higher revenues and profits without increasing resources and headcount. Advances in automation and artificial intelligence, in particular, are primed to deliver quantum leaps in efficiencies and productivity for business services. According to BCG, 72% of Chief Experience Officers (CXOs) are targeting efficiency as a key way to reset their business and prime it for growth.¹⁸

What solutions can be applied to drive efficiencies?

Intelligent automation is having a transformative impact on the efficiency of business processes. Generative AI is able to go much further than previous machine learning approaches. Not only can it interpret existing information, it can create new content. It is capable of ‘understanding’ a voice or text prompt and then providing detailed, accurate answers that are indistinguishable from a human response. This makes it a powerful tool to automate office tasks. For example, generative AI can create business content across a wide range of channels and formats.

For example AI can create automated response to customer service requests. It can for example summarize complex written conversations with customers and generate proposals on eMail responses and business presentations for the customer.

It is estimated that in the future up to 60-70% of an employee’s work activities could be automated with generative AI¹⁹ – a huge percentage of working time that can be re-deployed towards creativity, problem solving and innovation, all areas key to business growth. By focusing on core competencies, and automating or outsourcing all non-core tasks, companies can become more competitive and accelerate their growth. It can also boost employee wellbeing and satisfaction, as workers are released from mundane or repetitive tasks.

Addressing information supply chain and operational lags is another key way to drive efficiencies. Companies should carefully analyze the reasons behind any delays, such as inefficient logistics, lack of coordination between different departments, or reliance on outdated technologies. They can then implement measures to streamline their supply chains, improve operational efficiency and invest in advanced technologies such as automation and data analytics to enhance their overall performance.

A complementary strategy to maximize efficiency is through smart shoring. Instead of relying on one location to outsource a task, as in traditional models, the workflow is analyzed and broken down into its component parts. The work is then spread between different global service centers, with each element completed in the optimal location.



What is intelligent automation?

Intelligent automation (IA) uses artificial intelligence and advanced business process design to automate tasks at scale. IA differs from traditional approaches to automation, as the AI component can solve complex problems and take decisions, increasing the scope of the automation.

Generative AI, for example, trains itself on large language models (LLM) that scrape information from the entirety of the internet. It can ‘read’ and ‘understand’ written text and pull out the most relevant information. This makes it an excellent tool to turn unstructured information – such as responses from emails, or social media queries – into a structured format that can be processed by a computer. It can take prompts from customer communications, and automatically create accurate written responses, or it could flag where there are inconsistencies or issues that require further investigation from service agents.

With IA, companies can process huge volumes of data, in a fraction of a time it takes with manual handling. By combining IA with a skilled human workforce – to handle certain cases or exceptions – entire end-to-end workflows can be completed with maximum efficiency.

Data input may be undertaken at one location, while customer outreach may undertaken somewhere else. The global centers are all connected in the same tech platform, so work can be seamlessly moved between different locations as needed, maximizing quality, efficiency and cost effectiveness.

How SPS can help create streamlined and effective business processes

As a leading digital transformation partner, SPS **boosts business efficiency** for companies in two key ways. Firstly, our Technology Business Solutions leverage the benefits of intelligent automation, optimized business processes and access to a global talent pool, to help businesses

streamline their operations. This helps businesses to cut costs, increase speed and improve the quality of their output. **Digitalizing processes** not only boosts efficiencies, it also helps our clients realize **positive impacts on sustainability**.

Secondly, SPS can help to make support services more efficient. Think of this as the plumbing that happens behind the scenes of a company, which is crucial to it running effectively. By streamlining areas such as HR, payroll or finance, SPS eliminates bottlenecks and boosts back-office productivity. **By simplifying the business, and improving efficiency, it is possible to free up resources** to invest in other areas.

For example, SPS handles the payroll function across the DACH (Germany, Austria and Switzerland) region for a major multinational pharmaceutical company. It has a dedicated “payroll factory” where it completes the end-to-end payroll function, allowing the company to focus on its core business while reducing process costs and ensuring compliance.

SPS is able to **provide industry-specific solutions** for our clients in health, digital banking, financial services and insurance (BFSI) – areas where we have deep industry expertise and can provide tailored, end-to-end business processes.



CASE STUDY: A LEADING INVESTMENT MANAGEMENT FIRM

Achieving efficiency and substantial cost savings in financial services

The client

A top-tier investment management company in the US, managing over US\$7 trillion in assets, renowned for its extensive portfolio.

The challenge

The investment management firm faced several challenges with its internal operations. Their traditional mail intake system, reliant on over 200 employees for manual sorting, was inefficient and outdated, lacking in advanced technology to enhance business intelligence or service improvements. The operation was also exposed to risk from disruptions that may be caused by disruptions from natural weather disasters, as the organization was seeking to strengthen its business continuity plan.

As the firm grew, the need for a more effective document processing system became critical to align with the firm's focus on maintaining low operational costs. It was clear that improved process and automation would provide a streamlined approach to the entire document processing operation. Additionally, considering the firm's reputation for security and risk aversion, any operational changes needed a low-risk, strategic approach. These issues underscored the need for an overhaul in the firm's operations to improve efficiency and align with their strategic goals and growth.

The solution

Comprehensive Process Transformation for Enhanced Efficiency

- Full Process Redesign: Transition to a One Touch Processing (OTP) Solution, streamlining operations significantly.
- Workforce Optimization: As improved processing and automation were introduced in stages over time, personnel was ultimately reduced by approximately 80%, achieving major efficiency gains.
- Operational Resilience: Established an operation capable of processing all mail by 3PM Eastern Time.
- Innovative Technology Integration: Introduction of OTP and technology with an end-to-end audit trail. Relocated the operation to an area less prone to natural disasters with a full recovery site less than two hours away
- Strategic Outsourcing Approach: SPS adopted a consultative approach for this first-generation outsourcing project, involving educating the client and ensuring a low-risk transition.
- Phased Implementation: Executed in three phases – initial takeover, shifting operations to the SPS site, and process transformation.

The benefits

Significant Cost Savings and Operational Excellence

- Efficient Mail Processing: SPS now effectively processes over \$2 billion of checks into the client's bank account each month.
- Outcome-Based Commercial Model: Adoption of an innovative, outcome-based model aligning with client's financial goals.
- Reduced Operational Headcount: Significant reduction in operation headcount by approximately 75%, including reductions in downstream operations.
- SLA Achievement: Implementation of a stringent SLA, ensuring 100% of mail is processed by the set time each day.
- Scalability and Compliance: The operation is now fully scalable and SEC-compliant for financial processing.
- Cost-Effectiveness: Major cost savings through digital transformation, aligning with the firm's low-cost, investor-focused strategy.



SECOND ENABLER

UNLOCKING THE POWER OF CUSTOMER EXPERIENCE



McKinsey defines Customer Experience (CX) as “everything a business or an organization does to put customers first, managing their journeys and serving their needs”.⁷

In a connected global economy where goods and services are increasingly becoming commoditized, CX can be the key competitive differentiator between brands. This is especially true in the digital age, where customers can easily vent online their dissatisfaction with an experience or product – and, conversely, spread visibility and praise when a business gets it right.

Forrester reports that successful businesses are “resisting the misguided urge to slash costs at the expense of good CX”. It stresses, “[Smart] companies will innovate to find strategies that combine cost savings with customer-centric solutions.”⁸

Currently, some companies are exploring the concept of “experience-led growth”⁹, where they define their desired financial outcome and then outline the CX improvements that will help them reach this goal. Instead of focusing primarily on acquiring new customers, they attempt to maximize the value of their existing customer base.

After all, for most companies, loyal returning customers are their most valuable asset. It is estimated that 80% of new value creation comes from unlocking new revenues from their existing customers – and CX leaders see two times the growth of those that perform poorly in this area.¹⁰

How do companies generate experience-led growth?

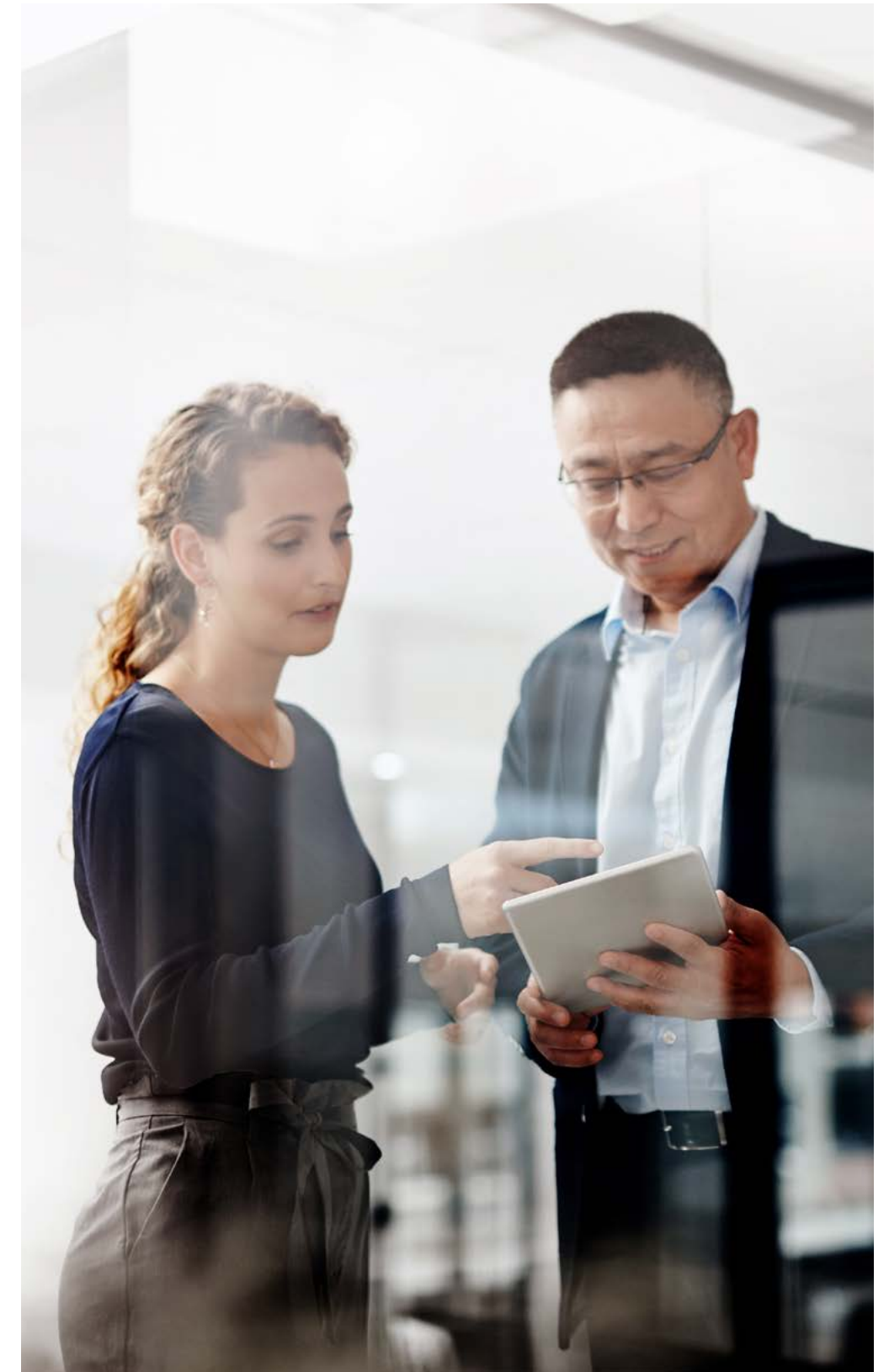
One crucial area is customer communication – how you talk to your customers, how quickly you respond to their queries, and how successfully you solve their challenges. Average handling times are directly linked to a customer’s Net Promoter Score (NPS). But speed alone is not enough, other factors like quality of response, personalization and convenience are just as important.

Mastering these facets of great customer communication can be tough, not least due to the explosion of new communication channels in the past decade. Meeting the varying CX expectations of different generations can pose a challenge too.

For example, some customer groups tend to make calls to resolve a problem or ask a question, and appreciate feeling heard by another person.¹¹ For these customers, developing and emphasizing the importance of active listening skills in your CX employees can pay dividends.

In contrast, Millennials like multiple touchpoints with a company, allowing them to have 24/7 access to advice and support. They research as much as older generations before engaging with a company or product, but they are likely to be more skeptical about the information they find.¹²

Providing fast, responsive customer support backed up with information about a product or service that is clear, informative and reliable is key to impressing Millennial consumers.



For younger consumers, messenger services and audio notes are their go-to methods for communication. Seven billion WhatsApp voice memos were sent daily in 2022¹³, and social media-based communication is set to only grow in the coming years. Brands must therefore also equip themselves with a digital CX skillset, onboarding the knowledge and the technology to be able to meet the expectations of the “always online” Gen Z and Millennial generations.

Effective customer communication and selecting the right channel in which to make contact also depends on the nature of the request. If it is an important document, such as a financial statement, many customers still prefer to receive a paper trail of physical copies, or to be emailed a secure PDF protected with a password. For quick queries, they may be happiest with an instant response via a chat bot. A company must be able to switch seamlessly between all these different communication channels – sometimes multiple times for a single customer or request – without any break in the brand experience.

How SPS can help companies become CX leaders

SPS helps companies optimize their CX in several ways.

Our **Omni-channel Customer Communication Solution** allow customers to contact an organization via their preferred channels, in a way that is natural and easy to them.

Our **Input Platform** can take customer communications from a wide variety of different sources – including email,

social media, messaging, and physical letters – and automatically structure the data, classify the query and extract the most relevant information. This allows the company to respond to a far larger volume of customer inputs, whilst delivering a faster and superior experience.

With our **Data and Business Process Management Solutions**, we can take the structured data and process the customer cases with maximum efficiency. We do this by using a combination of automation and skilled service agents, allowing us to answer even the most complex queries, quickly and accurately.

Our **proprietary platform** then receives the processed data and converts it into the required format for any output channel, based on the customer’s preferences. The inbound customer communication triggers the resulting data processing and outbound communication, forming an end-to-end system that can help companies to greatly reduce response times – while also improving the accuracy and quality of the communication.

As methods of communication proliferate, companies have to forge and maintain a strong, reliable bond with their customers, whether in person, on paper or online. SPS allows companies to create a true omni-channel and personalized experience for each customer.



CASE STUDY: DEUTSCHE BAHN

Delivering world-class CX, using tech and the human touch

The client

A leading European transport and logistics company with over 300,000 employees, maintaining a robust partnership with SPS for more than two decades, evolving from a supplier to a strategic partner through relentless innovation. Over the years an extensive range of cooperation in the areas of Travel Expense Management, Customer Communication, and Data & Business Process Management has developed.

The challenge

The client faced an increased and volatile volume of claims due to a surge in extreme weather events, transportation infrastructure issues, labor strikes, and a scarcity of skilled labor, creating a bottleneck in claims and refunds are a critical moment for customer experience.

The solution

SPS transformed the claims management approach by blending a right-shoring strategy with advanced snipping technology, reinforced by comprehensive Technology Business Solutions in Claims Management. The breaking down of the digitized documents enables the processing of sensitive data in compliance with GDPR regulations onsite as well as in near- and offshore Document Processing Center's.

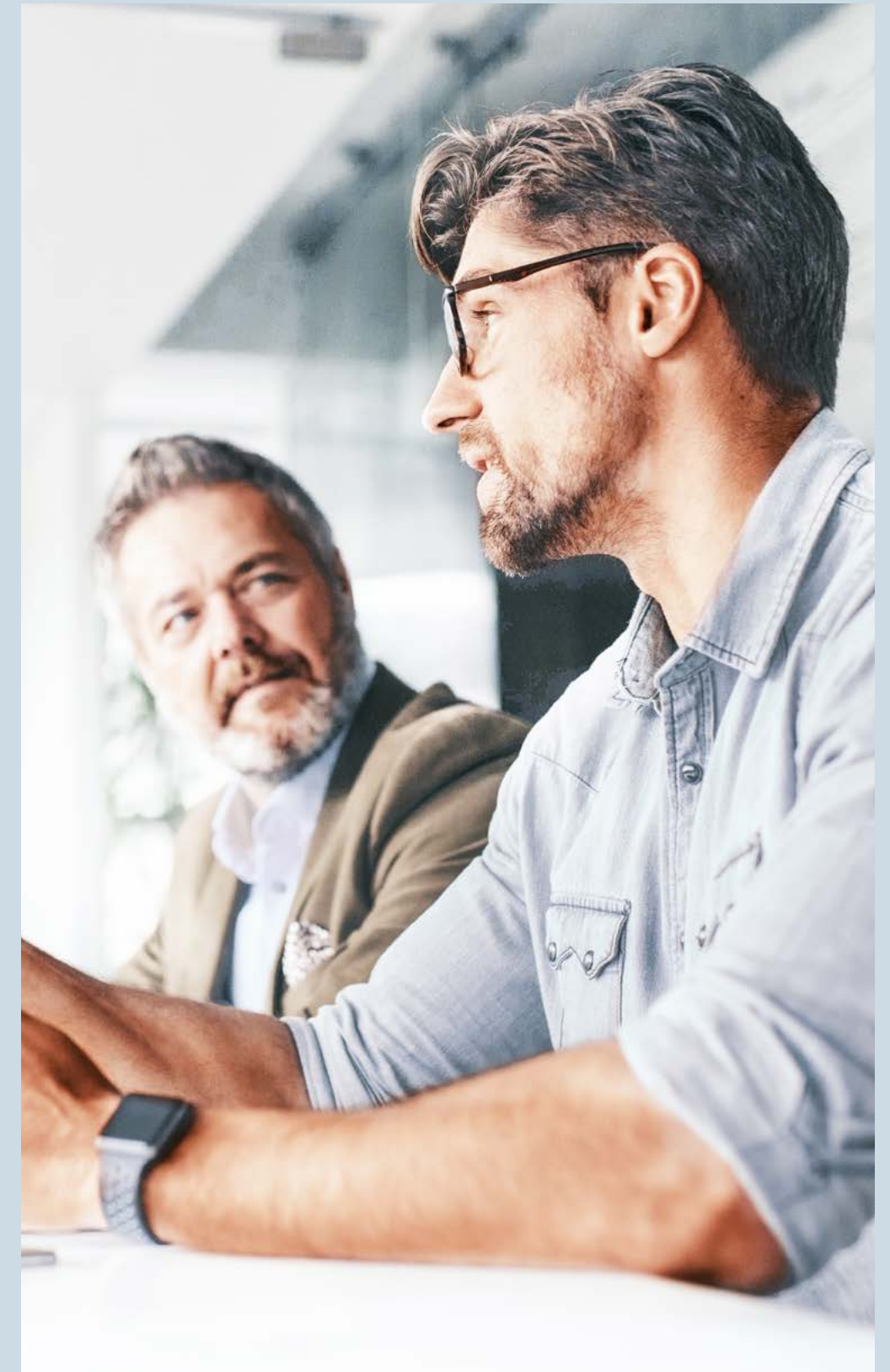
The benefits

The reimagined process met all service level agreements (SLAs), leading to quicker refunds and higher customer satisfaction. It offered reduced costs via labor arbitrage and the agility to scale operations in response to unpredictable volume surges.

Future Vision

Looking ahead, SPS anticipates the next wave of innovation, to enhance claims management by integrating sophisticated intelligent automation, employing AI for intuitive response generation and sentiment analysis, alongside streamlined AI-driven forms processing. SPS envisions the rollout of a mobile application for real-time claims handling, equipped with QR code technology to simplify and expedite the submission process, thereby elevating the customer experience and operational efficiency.

Click on the thumbnail to watch SPS' Train Delay Compensation Demo or scan the QR code:



THIRD ENABLER

UNLOCKING THE POWER OF AGILITY AND SCALABILITY



In a volatile and dynamic operating environment, companies need to become more adaptive to grow.

Being an “adaptive enterprise” refers to a mindset and a consistent set of actions embedded into an organization’s culture and operations, that ensures:

- The organization can identify and realize new market opportunities faster than the competition.
- The organization can be resilient and successfully protect its operations in case of a crisis.

Adaptive enterprises have the ability to change or adjust in almost real time in response to external changes.²⁰ They are open to new ideas and technologies and are willing to integrate them into their existing processes. Once new ideas are live, they will build on what works and cut the rest. They respond four times faster to change²¹ and, crucially, grow three times faster than their industry peers.



4x

Faster response time



3x

Faster growth

How can companies make the shift to being an adaptive enterprise?

Companies that respond best to challenges tend to expect that change is coming, and ready themselves for it. They integrate the best in technology and human skill to be as prepared as possible. Even better, these businesses are often the instigators of change themselves.

Adaptive enterprises also tend to benefit from unpredictability. This is because they are the fastest to spot and seize opportunities when they arise, as they are not trapped in “fire-fighting” mode. Their flexible structures allow them to scale, and their positive, can-do sense of resiliency means they see change as exciting and necessary.

To become a truly adaptive enterprise requires a complex transformation that considers and covers every aspect of a business, including leadership, culture, organization and HR. Achieving agility is not a simple task. Yet despite these big asks, it is a challenge that many companies are now determined to take on, to build resiliency and be primed for growth.





How SPS enables companies become more adaptive

SPS is a transformation partner that helps companies become more agile, scalable and adaptive, which primes them for growth. Our scalable end-to-end solutions create sustainable value for businesses and the people they serve.

SPS' **flexible process design** allows companies to leverage best-in-class AI tools and combine this with access to our global pool of well-trained employees and smart shoring options. This provides agile and scalable solution for growth companies, as it allows them to increase automation while also accessing global talent on demand.

SPS has people, processes and systems in place to help companies to grow fast (e.g. SPS hired 600 employees in 2 months). We provide global access to talent, with excellent recruiting capabilities and fast employee training. This allows companies to **ramp-up quickly, seize opportunities and respond rapidly to change.**

SPS' **business continuity** model enhances company resilience against disruptions. During crises, workflows are transferred among networked service centers, ensuring uninterrupted business operations through global standards, connected shared services sites and audited BCP.

SPS: Excellence in Year-End Processing

SPS, a leader in financial document processing, excels in managing the demanding Year-End Processing (YEP) operation for various financial institutions. Annually, they tackle the enormous task of distributing over 15 million envelopes, including 3.5 million inserts, with remarkable efficiency.

Preparation begins in September, focusing on meticulous planning and resource organization. A detailed checklist of approximately 100 action points ensures thoroughness and precision. Key to their success is the strategic collaboration with external partners and the training of temporary employees, forming a robust team capable of handling the seasonal surge in demand.

The outcome of these efforts is a seamless operation in early January, marked by accurate, timely document delivery. SPS's commitment to continuous improvement after each YEP cycle cements their position as a paragon in their industry, adeptly balancing scale, speed, and quality.

FOURTH ENABLER

UNLOCKING THE POWER OF EMPLOYEE EXPERIENCE



65% of CEOs now see labor shortages as a major barrier for future growth. Technology and automation will transform the nature of work by streamlining processes, increasing efficiency and will reduce need for manual labour.

Various industries are witnessing a growing demand for skilled workers. For example, in 2023, 72% of businesses surveyed in the UK had a vacancy for workers with digital skills, but only 11% of UK workers possess advanced digital skills, according to research by Amazon.¹⁴

Organizations with strong EX are better able to recruit and retain the best employees, helping them win the battle for talent and build success over the long term. This is crucial, as talented workers become harder to source. 96% of employees with a positive working experience feel more engaged.¹⁵ Contented employees are 20% more productive than those that are dissatisfied.¹⁶

A robust EX strategy can bring about numerous long-term benefits, including greater innovation, improved employee morale, and increased overall organizational performance. Acknowledging the crucial connection between Customer Experience and Employee Experience (EX) is also key. In efforts to enhance CX, it is vital to not overlook the experience of employees while interacting with customers.



Satisfied employees create a positive work environment that translates into better customer service, increased customer satisfaction, and ultimately, higher customer loyalty and retention.

How can companies enhance their EX?

Companies with ambitions to grow sustainably and profitably understand that EX is a key differentiator in the labor market. As a result, they are redesigning their workplaces and adapting their organizations with a focus on humanizing and enhancing the employee experience. It is a paradigm shift that involves thinking of how they can best support the people that are driving the company's business forward.

One aspect of this is leveraging digital technology. Digitalization is not just impacting the delivery of goods and services and transforming back-end processes. It is also fundamentally changing how we experience an average working day. For example, cloud-based document management platforms are enabling employees to access relevant documents, information, and customer communications, anywhere, any time. Along with video-calling technology, this is helping to enable true hybrid working models.

More flexible working arrangements can improve the quality of life for employees and increase productivity. Workers are no longer forced to commute five days a week, giving them more time and energy. It also helps level the playing field.

Those with disabilities can rejoin the workforce, while companies can unlock pools of talent that were previously unavailable due to distance or other barriers.

In the UK, the Chartered Institute of Personnel and Development (CIPD) reports that 40% of businesses have seen a rise in flexible working requests post-pandemic. What's more, an estimated two million UK employees left their jobs in the past year, due to a lack of flexible working.¹⁷ These trends are similar across the western world. Simply put, businesses that fail to adapt to and embrace changing working patterns will lose the race for talent.



How SPS can help companies deliver world-class EX

SPS Enterprise Workplace Solutions make **hybrid workplaces** a reality, enhancing EX and increasing employee attraction and retention. Our Hybrid Workforce Experience solutions empower employees to be productive anywhere, concentrate on core business and experience meaningful work. Through a **centralized hub**, SPS can manage all incoming customer communications and documents across all channels. These can then be sent electronically to employees,

wherever they are located, meaning they can work from anywhere without missing key documents. We also provide a **virtual reception and platform** to allow the remote booking of meeting rooms or hot desks, allowing employees to use the physical office space when needed.

SPS' Office Logistics services ensure efficient office processes – from mail and parcel deliveries to presentation and printing support. This makes employees' lives easier every day. For example, our centralized hub can also reroute packages to an employee's home or other office location, or provide smart lockers, so they can pick up a parcel at their convenience. Workers can email documents and have them printed on demand and mailed, without having to visit the office. Finally, **SPS' Enterprise Business Support services** optimize cumbersome administrative tasks (such as cost assignment) – so employees can fully concentrate on core tasks. By ensuring employees are satisfied and engaged, businesses can drive superior customer service, leading to increased customer satisfaction, loyalty, and profitability. SPS understands this intricate link and offers solutions that enhance both EX and CX, contributing to sustainable business.



Flexibility and Efficiency in the Modern Workday

A Day in the Life of a Global Bank Employee

Felipe works in London for a global bank. Today is one of Felipe's three days per week in the office. He arrives at a communal desk at 9AM, having joined a couple of team members for their scheduled morning run beforehand.

From there, it's a mix of in-person meetings, online video calls and quiet work in a private working space all morning. At 1PM, a key client calls by surprise – they're in town and want to know if a meeting can be squeezed in. Felipe locates and books a meeting room via his smartphone and remotely requests a security pass for his guest. He has welcomed them into the office by 2PM. They're delighted Felipe has quickly slotted them into his schedule.

Importantly, it's Felipe's turn to do the school run between 3.30 and 4PM. He dips out of the office, picking up a personal parcel delivery stored in a company smart locker on the way. He has an international work trip to Brazil coming up. The company has digitized and emailed his travel visa application documents, which just require his digital signature to proceed. Felipe signs via his smartphone while he's waiting at the school gates.

Back home, he logs in for a final quick video conference with his team to finalize plans for the week. He also sends some presentation slides to be printed on-demand and then sent to his home address the next day, so he can take them on his trip and hand them out to his clients. Flexible working means Felipe has met the needs of the business, himself and his family, without letting anything drop.

CASE STUDY: A GLOBAL INVESTMENT BANK AND FINANCIAL SERVICES COMPANY

Elevating employee experience with innovation and elegance

The client

The US subsidiary of a global investment bank and financial services company with a centuries-old heritage.

The challenge

To elevate the experiences of both employees and customers, the bank opened a prestigious new location in New York. Their goal was to enhance their international standing and attract top talent, necessitating a significant upgrade in their client and staff in-office experience.

The solution

Transforming Workspaces into Talent Magnets

A comprehensive solution was developed to transform both physical and digital environments into dynamic and desirable workspaces. This included upgrading services for guests, clients, and employees, covering areas such as reception, conference room management, courier services, reprographics, and a state-of-the-art digital mail system for seamless information access.

The benefits

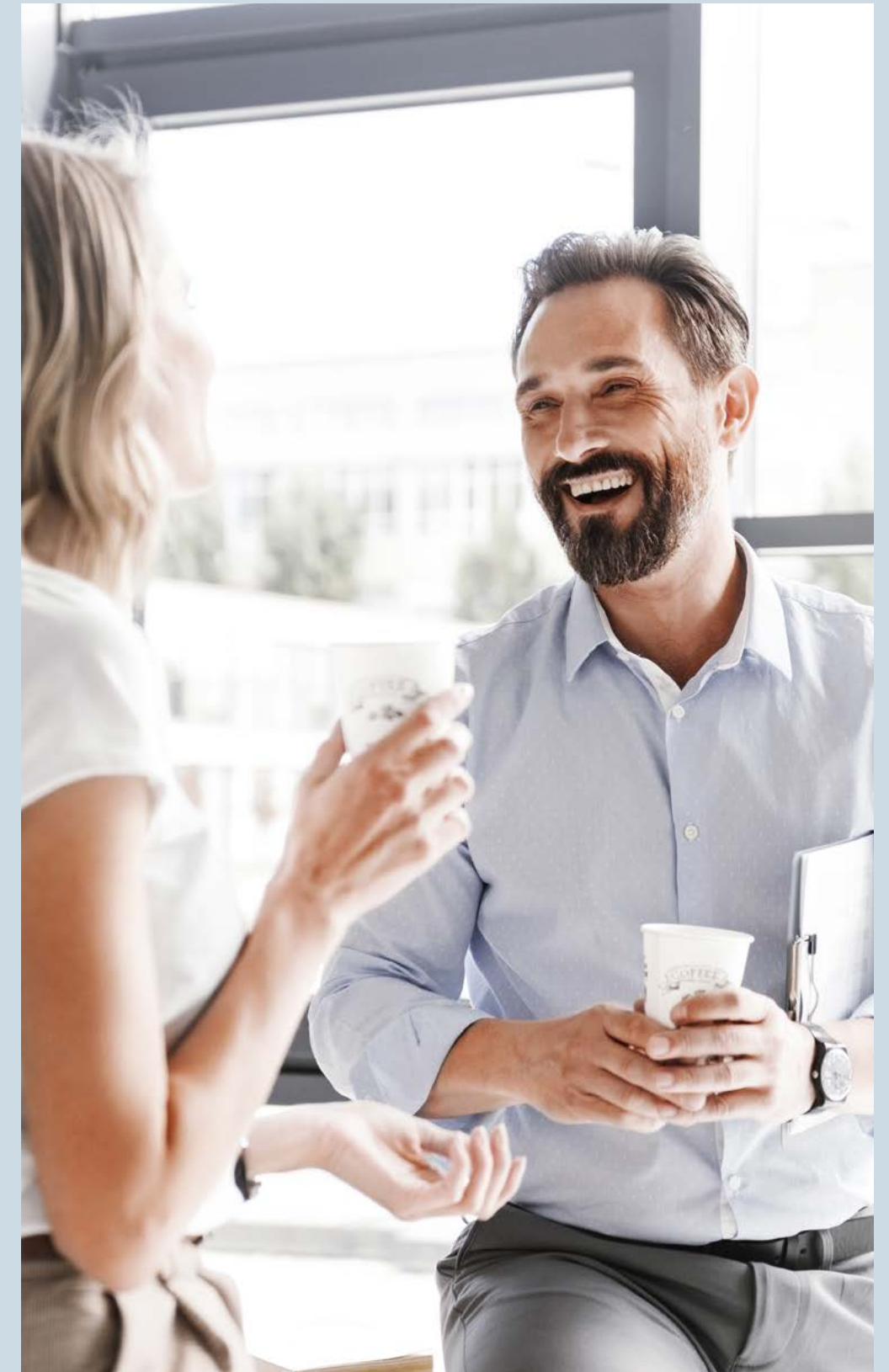
A Workplace that Impresses and Attracts

The new headquarters, distinct from traditional financial centers offers a unique, modern, and upscale environment. It not only impresses clients but is also designed to attract top-tier talent. The sophisticated atmosphere is enhanced by artistic elements and engaging front desk interactions. Moreover, these enhancements have been achieved with considerable cost savings, amounting to \$5 million over the contract term.

Securing the Future

With a focus on security and adaptability, the solutions include top-tier digital security measures, such as secure digitized mail and parcel screening. The services are designed for flexibility and scalability, allowing the bank to grow and evolve with the assurance that operational capabilities will expand correspondingly.

In conclusion, this prestigious new location of the global investment bank is more than just an office; it's a statement of elegance and innovation, attracting and retaining talent while ensuring seamless, efficient, and secure operations.



FIFTH ENABLER

UNLOCKING THE POWER OF ESG



Implementing environmental, social and governance (ESG) initiatives to improve a company's impact on people and the planet is not just the right thing to do; it makes strong business sense too.

By prioritizing sustainability goals and offering innovative solutions, companies can establish stronger and more impactful collaborations. Emphasizing their sustainability advantages can help companies differentiate themselves in the market, and build long-term partnerships based on shared values. By truly integrating themselves into communities, companies can also win the respect of local businesses and residents and gain the trust of their employees.

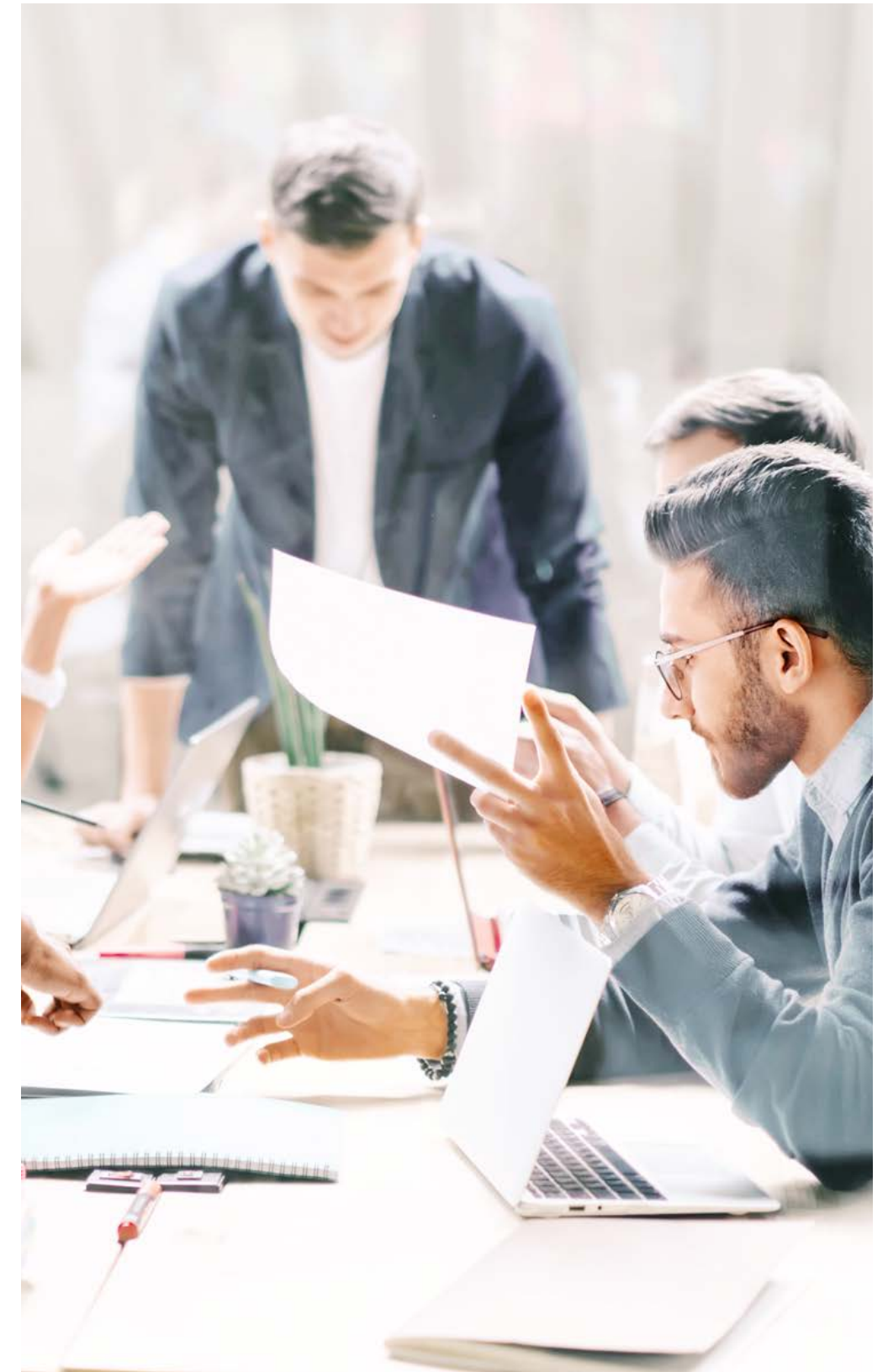
For all companies, embarking on an ESG journey is not just a choice, but an imperative: 69% of stakeholders are demanding increased ESG transparency²³ while 68% of consumers and 70% of employees say ESG is important as to whether they decide to involve themselves with a brand.²⁴

Companies that do not meet their ESG goals, therefore, run the risk of losing the respect of their customers and current and potential employees. Raising capital will be more expensive, as investors increasingly demand ESG metrics as part of their lending or investment criteria. Businesses that are unaware of, or do not meet, state-imposed ESG rules run the risk of falling foul of government regulation or facing fines. They could also face a significant media backlash if suspected of Greenwashing – the act of making a company appear to be doing more to protect and improve society and the environment than it actually is.

Strategies for businesses to responsibly address ESG requirements

Faced with high societal expectations, goal-setting alone is not enough. Only companies that truly deliver on their pledges stand out from the crowd. Some 95% of companies have established ESG goals, yet only 10% have made significant progress towards these goals. Actions, not words, are what count.²⁵

When it comes to making tangible progress towards ESG goals there are a number of changes that a company can make. One of the most significant is accelerating digital transformation, especially in areas like document processing, workplace, back office and customer communication. Not only does digitalization cut resource consumption but it can reduce CO₂ emissions by decreasing delivery and transportation requirements. Digital processes are also fully traceable which makes them easier to analyze and audit, helping companies to improve their governance and ensure they are meeting all relevant regulations. In addition, implementing cloud-based hybrid work solutions can cut commuting times, while also improving work-life balance for employees. By providing extensive training opportunities, such as through e-learning modules, companies can promote equitable and supportive work environments.





How SPS can help by providing best-in-class services for our clients, employees, investors, the communities we support and the environment in which we live.

Customers, employees and shareholders expect and require companies to implement an ESG strategy. Today, it is an **essential pillar** in any company's growth strategy. Companies that truly deliver on their ESG goals can set themselves apart from their peers.

ESG is fundamental to SPS' values and business model. We help our clients create purpose-driven businesses by providing best-in-class, ESG-compliant services. By enabling companies to digitally transform, we **unlock the power of possibility** and **decrease their environmental impact**. Digitalizing business processes, cuts paper consumption can reduce CO2 emissions.

For one major US-based tech company, SPS created a centralized mail and document hub that covered 30 sites. By automating processes, digitizing document flows and optimizing courier routes, we were able to have a significant positive impact on their environmental footprint.

We are now ensuring that ESG is a key part of all our BPO operations. One example of this is in the UK, where we were able to cut 41.3 tons of green house gases per year at one of our sites by introducing rooftop solar panels. We are also in the process of decarbonizing our global vehicle fleet by switching diesel and petrol vehicles for electric or hybrid.



SPS' ESG compliant business activities can also help to **improve workplace safety** and physical and mental health for employees, which can then have an impact in their own lives and communities. Whether someone is working from an office or from home, we make sure they have received sufficient health and safety training, have the right equipment and have clear reporting lines for any work-related injuries or illness, as mandated by the laws of the country.

Finally, **SPS' strong code of conduct** and accreditation in areas such as security and data protection means we can contribute to improving a company's governance initiatives. We always ensure we are compliant with all local and regional requirements regarding data protection, and employ a Data Protection Officer (DPO), who has global responsibility for this area. We also employ a local DPO for each country where we are represented. Meanwhile, we have **best-in-class provisions for cybersecurity** and monitor all security-related events from our Security Operations Center (SOC) allowing

us to respond effectively to any potential threat and minimize its impact. We also have comprehensive training on cybersecurity and data protection for all employees, as people are often a key route for bad actors to compromise a company's IT systems.

A success story where SPS helped a client to achieve their ESG Goals

In the High Tech Campus Eindhoven case, SPS implemented Digital Mail and Smart Locker systems to adapt to hybrid working environments while aligning with ESG principles. This approach not only reduced the environmental impact by minimizing physical mail processing but also enhanced employee experience and convenience, demonstrating a commitment to sustainable, employee-friendly workplace solutions.

CONCLUSION

In these times of uncertainty and challenge, the opportunity for growth and transformation is paramount. SPS stands at the forefront, offering technology, data security, and process improvements essential for businesses aiming to excel.

We are more than a service provider; we are a partner in facilitating significant operational shifts, enhancing customer and employee experiences, and implementing omni-channel strategies. Our global reach and local expertise uniquely position us to deliver solutions that drive business efficiency, agility, and meaningful environmental and social impacts. SPS is committed to helping businesses navigate and thrive in this new era of operational innovation and achieve sustainable business growth.



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SPS drives hybrid work adoption and digital transformation with innovative Enterprise Workplace Solutions and Technology Business Solutions, empowering global clients in banking, insurance, and health.

SPS is a leading technology-driven business transformation company. With our innovative Enterprise Workplace Solutions, we empower organizations to adopt hybrid work concepts to enhance productivity and flexibility. Our Technology Business Solutions bring together cutting-edge technology, deep vertical process expertise, and a diverse global workforce to support clients in their digital transformation journey and efficiently tackle their most complex challenges.

Headquartered in Zurich, Switzerland, SPS operates in more than 20 countries and focuses on clients in banking, insurance and health. SPS has more than 8,500 employees and is recognized with a world-class NPS by its global client base. We act with precision, connect people to the right information, and turn data into insights for better outcomes.

Discover how our dedicated team at SPS makes an impact that matters by visiting www.spsglobal.com.

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