

SWISS POST

HYBRID, DIGITAL, FUTURE-ORIENTED

Transformation at Swiss Post



The challenge



Guaranteeing efficient office operations, implementing the digital transformation strategy throughout the company and ensuring responsibility for receipt

The solution



Digitisation of physical incoming post, including deadline management, reception and information hub at the head office as well as provision of service points

The benefits



Digital post delivery, enabling hybrid workplaces and reducing service costs

Thanks to our Enterprise Workplace Solutions, Swiss Post is able to benefit from digital access to documents, enabling a flexible and efficient way of working. Scanning and direct delivery of incoming post by email simplifies work processes and increases productivity. In addition, our reception services and available service points support the smooth operation of the head office.

Initial situation

Swiss Post has set itself the goal of making operations at its headquarters in Bern not only efficient but also geared towards the future. The flexible workplace design, which allows Swiss Post employees to work from home and consequently increasingly work from different locations, requires that incoming post can be accessed independently at all times.

The introduction of hybrid working models is a decisive step towards a dynamic working culture that both meets the requirements of the company and focuses on the well-being of employees.

This transformation is a key aspect of the company's holistic digital transformation strategy, which aims to optimise work processes and

offer employees productivity-enhancing services. Responsibility for the reception rounds off the concept by acting as an essential hub that ensures both representation of the company and support for agile working methods and digital processes.

Digitisation of physical incoming post

Swiss Post decided to introduce digital post delivery at its head office back in 2018 and to make incoming post available to its employees digitally. Digitising incoming post gives employees more flexibility, lets them access their post more quickly and means documents can also be integrated directly into electronic workflows.

The SPS team processes incoming post in the central post room.

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The digitisation of our incoming post and the efficient tracking system for registered post have strengthened our processes. The flexibility of Office Logistics Services has enriched our working culture. We are extremely satisfied with the services provided by SPS and appreciate the partnership-based cooperation.

– Bruno Zehren, Provider Manager
Swiss Post

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Scannable letters are separated and forwarded to the scanning team for digitisation. Incoming post that cannot be digitised, such as packages, direct mailings or staff badges, is delivered physically to the delivery points as usual.

The letters set aside for digitisation are then scanned and delivered to the recipients. Personally addressed items that can be clearly assigned to a postal employee are delivered directly by email.

Non-personally addressed items that cannot be clearly assigned to a postal employee are delivered via an e-postbox. The e-postbox is a solution for distributing non-personally addressed incoming documents to different post boxes. Authorisations are used to control access to personal and group post boxes. Authorised users can use the application to process incoming post, forward it or transfer it to a workflow.

The original physical letters are stored in a temporary archive, where they can be requested for physical delivery during a set time frame with a simple click in the email. These will be delivered as part of the next regular delivery round. All other documents are destroyed in the SPS Service Centre in compliance with data protection regulations once the specified short-term archiving period has expired.

Tracking and seamless deadline management of registered items

SPS also handles the entire tracking and deadline management system for registered post for the postal group. This service ensures that every registered item to be delivered, known as an R letter, is announced to the relevant recipient before delivery. After this notification, the item is handed over in person and signed for in order to verify and document delivery.

To ensure accountability and efficiency in the postal service, repeated reminder emails are sent by reception for items that have not been collected by the intended recipient or an authorised person within a specified time frame. This process ensures that important documents and items can always be tracked and that critical

deadlines are strictly adhered to. This significantly strengthens the reliability of the postal service.

This service can be tailored to the specific needs and structures of different areas within the company to ensure optimum efficiency and reliability in document and item management.

Reception and information hub at the head office

The reception at the head office plays a key role as a communication centre and information hub that shapes the first impression of the company. SPS reception staff are not only the company's interface with the outside world but also support internal business operations with a wide range of services. Management of meeting rooms and car parks is also part of the service, as is the management of the various service points in the building with printer stations, paper and office supplies.

Reception staff play a key role in creating a professional image and promote a welcoming and effective working environment through their actions. By centralising a large number of services, they increase efficiency in day-to-day business operations and simplify internal processes. This creates an atmosphere that is beneficial to staff, visitors and business partners alike.

Copy and print services

SPS offers flexible copying and printing services for the various units of Swiss Post. These services include customised orders ranging from simple to complex printing and packaging jobs. Every enquiry is processed according to the customer's specific requirements. This service enables the Group's units to utilise resources efficiently while ensuring the availability of high-quality printing and copying services precisely when they are needed.

Overview of benefits

Thanks to the Hybrid Workforce Experience and Office Logistics Services from SPS, Swiss Post can benefit from significant advantages that are bringing the company into the modern world of work. The key benefit is the ability to work from anywhere: thanks to digital document access, employees can access their incoming post anytime and anywhere, which supports an agile and flexible way of working. This promotes a dynamic and employee-orientated corporate culture. The opportunity to work from different locations not only supports the work-life balance of employees but also contributes to an inclusive and diverse working environment.

The availability of the right work tools at designated service points also helps to ensure that employees always have access to the work materials that they need without having to spend time searching for them. This allows them to concentrate on their core expertise, which leads to increased productivity and better utilisation of resources within the company.

All of these factors are helping to strengthen Swiss Post's position as a future-oriented and innovative company that is ready to take on the challenges and opportunities of the digital age.



Facilitation of hybrid workplaces



Same-day digital post delivery and physical post collection



Reduction in service costs and savings in logistics space at headquarters



Guarantee that registered post is delivered on time



High customer satisfaction



Increase in efficiency



About Swiss Post

Swiss Post Ltd is a company limited by shares subject to a special statutory regime. The strategic subsidiaries Post CH Ltd, PostFinance Ltd, PostBus Ltd, Post CH Communication Ltd and Post CH Network Ltd are managed under its umbrella. This gives Swiss Post the entrepreneurial freedom it needs to carry out its varied tasks. Around 46,500 people are employed by the Group in all cantons, in all language regions and in 833 Swiss municipalities. Swiss Post generated sales of over CHF 6.8 billion in 2022.