

# MAIL DELIVERY INNOVATION

How SPS implemented an innovative digital solution to ensure business continuity for a financial services client

## Challenge



The client required a **secure solution that was quick and easy to implement** in order to maintain business continuity

## Solution



**Scan-to-email solution** provides employees access to their mail from anywhere they can access email

## Benefit



**Secure processes** to maintain proper chain-of-custody and ensure data integrity

**With a focus on the company's core value of "Innovative Thinking," SPS analyzed, proposed and implemented a scan-to-email digital mail solution as a business continuity measure for this client's work-from-home (WFH) employees. SPS was able to quickly operationalize a scan-to-email Digital Mail Solution allowing the company to minimize disruption.**

## Client Challenge

Faced with the situation created by the recent health crisis and the sudden, rapid increase of remote workers, this client urgently needed a cost-effective solution to distribute mail that could be quickly implemented.

**This kept key information and communications flowing into the hands of its staff in order to ensure critical processing was possible and timely.**

Following an immediate analysis performed by SPS' Six Sigma experts, an innovative solution was customized with a plan to implement a streamlined scan-to-email service for the client's workforce. SPS leveraged its expertise, tools and knowledge to provide this client with a solution that strengthened business continuity. The solution ensures timely processing of critical information with communications flowing to the hands of the client's employees.

## Solution

Leveraging the company's onsite staff at the client location, SPS team members receive and process incoming mail from carriers including USPS, FedEx, UPS and other couriers. Incoming mail is categorized as Time-Sensitive Mail or Regular Mail and is processed based on the following delivery options:

- Re-route to alternative location (Disaster Recovery Site, another office, WFH address)
- Deliver to the individual if they are onsite
- Forward the mail to another person or team at the primary location
- Hold the mail pending the return of the individual
- Digitize the mail and email it to the recipient's company email address

SPS instituted measures to ensure that this process to support business resiliency is secure and in compliance with all necessary company and regulatory data protection policies.

- Mail is only handled by authorized personnel and sent to the designated recipient.
- The devices scan directly to email and do not save the file.
- The scan date, recipient email and employee who processed the mail are recorded on all physical mail, which is then stored in a secure archive room.
- To confirm delivery, recipients are prompted to reply via email that they have received their scanned mail. This ensures proper chain-of-custody is recorded for any sensitive documents.

## Benefit

With its trained employees, knowledge of digital processes and ability to utilize proven technologies, SPS was able to implement this scan-to-email solution swiftly and effectively. In partnering with SPS as an innovative expert provider of mail and digital document management services, this client was able to minimize disruptions to the flow of important company information and the associated business operations, allowing employees and the business as a whole to continue to be productive.

## About SPS

SPS is the leading outsourcing provider of innovative services in business processing and data management. Building on our Swiss foundations and global footprint, we are the trusted partner for process optimization and intelligent automation. With transformative end-to-end solutions, we create new possibilities for our clients.

Headquartered in Zurich, Switzerland, SPS operates in more than 20 countries and focuses on clients in banking, insurance, health and legal. SPS has more than 8,000 employees and is recognized with a world-class NPS by its global client base.

Learn more how SPS's people make an impact that matters at [www.spsglobal.com](http://www.spsglobal.com).



## About The Client

Backed by a global network spanning over 70 countries, this financial institution is a leading provider of financial services to agencies, corporations, governments, private individuals and institutions in the Americas. Having first established a presence in the Americas in the 19th century, the Bank began independent operations in the US in 1978, opening its first North American branch in New York City.