



CASE STUDY

SPS transforms Digital Mailroom delivery



SPS is a leading provider of business process outsourcing and innovative document management services in both the physical and digital worlds. SPS' 7,500 employees process 1.3b documents per year in 36 languages for banking, insurance, telecommunications, healthcare and other organizations in >20 countries.

www.spsglobal.com

3,000+

People switch to digital

20

Tenant organizations on one solution

1m+

Documents digitized per year

SPS introduced a fully hosted & managed digital mailroom solution that enabled its clients to quickly jump from the world of physical mail to a new era of digital documents. The solution is simple, cost-effective and easy to deploy, and fast roll-out delivers rapid ROI to clients. Using a browser-based portal, clients access a range of digital mail services, combined with case management and archiving capabilities.

Challenges

- Achieve buy-in for digital transformation
- Digitize without changing core process
- Enable transition from physical operations

Solution

- Online portal for digital mail services
- Case management & archiving
- Multi-tenant solution, fully hosted & managed

Results

- 3,000+ of people switch to digital mail
- Cost-effective per-transaction pricing
- Scalability and flexibility

Business Drivers

- ⇒ Digitization
- ⇒ Scalability
- ⇒ Resilience
- ⇒ Productivity

SPS' digital mailroom service supports new digital ways of working.

The service transforms the physical mailroom into a resilient and scalable digital information hub, processing both physical and electronic mail items and making them all available to anyone, anywhere. SPS clients reduce processing times and operating costs, improve information visibility, enhance audit compliance, and boost productivity.



Challenges

Digitization has fundamentally changed the way that organizations exchange information, manage processes and engage with clients. But in the race to go digital, some parts of the business can get left behind.

"Many organizations struggle to secure buy-in for digital projects because they simply don't have the time and resources to manage the transformation. We provide a way to help these clients reap the business benefits of digitization without changing their business processes — or investing large amounts of time and money in this kind of transformation." said a Global Account Director and Client Transformation Director at SPS.

SPS decided to introduce a digital mail service that would allow clients to cost-effectively take the first steps towards electronic documents and digital processes.

The director continued, "Our aim was to provide clients with a fully hosted, fully managed digital mailroom solution that enabled them to make the jump from the world of physical mail to a world of digital documents. Crucially, we needed to keep the solution simple, cost-effective and easy to deploy. This would increase the speed of roll-out, allow the business to absorb the change quickly, and deliver rapid ROI — making it a very attractive proposition."



"SPS helps clients make the move from physical to digital quickly and easily, without large up-front investment. Clients take advantage of our digital services to run a more agile and competitive business."

Client Transformation Director at SPS

Solution

The SPS solution transforms the physical mailroom into a scalable and resilient digital information hub, processing both physical and electronic mail items and making them all available to anyone, anywhere. Clients can manage everything with the touch of a button — forwarding, sharing, commenting on, archiving and deleting mail. In addition, case management capabilities automatically group related documents together, making it easier for people to locate and manage information, and providing a comprehensive audit trail.

SPS offers the service on a per-transaction fee basis, with clients simply paying for the number of mail-related transactions they perform—making it very attractive from a cost perspective. Clients are freed from up-front investment in underlying technology and ongoing management. And easy scalability means that clients can extend the solution as requirements change.

Results

The new solution is already delivering real results for SPS clients globally, helping them reduce processing times and operating costs, improve information visibility, enhance audit compliance, and boost productivity.

A Client Transformation Officer at SPS offered examples: "One of our clients was moving to a new location and wanted to take the opportunity to consolidate their physical storage footprint. The business worked mostly with electronic mail but had to print certain documents to establish an audit trail for regulatory compliance. They migrated multiple departments to our digital mailroom service, significantly reduced their physical storage requirements, and gained a complete electronic audit trail that they can use to prove compliance. What's more, now that all employees can access mail items in a single virtual location—anytime and anywhere—it is driving and supporting mobile, remote, at-home and gig-agent working models."

"Another client used our solution to streamline mail processing and improve control over documents. The business was receiving physical mail, scanning some of it on site and forwarding the rest to an offshore location, where it was processed and returned to the main company location. Today, we handle the scanning for all their documents in an offsite facility and deliver the electronic content to the digital mailroom solution, where everyone can view and access documents, greatly improving information availability and visibility."

About SPS

SPS is a leading provider of business process outsourcing and innovative document management services in both the physical and digital worlds. SPS' 7,500 employees process 1.3b documents per year in 36 languages for banking, insurance, telecommunications, healthcare and other organizations in >20 countries. Clients rely on SPS to envision, design and build end-to-end solutions and to be their trusted Business Process Outsourcing (BPO) advisor on location strategy, process optimization and technology.

www.spsglobal.com

Automation Technology

Intelligent Document Processing, Workflow Orchestration, Case Management and Digital Mailroom.

About Lithe

Lithe transforms lives through intelligent automation. We enable our customers to reduce friction in document-centric workflows, increase productivity, strengthen compliance and security, and improve customer engagement.

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