



Swiss Post Solutions

Vendor Assessment
Report Abstract

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21 pages





Who Is This Report For?

NelsonHall's Vendor Assessment of Swiss Post Solutions is a comprehensive assessment of its offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of their existing suppliers of business process and IT outsourcing and identifying vendor suitability for BPO and IT services
- Consultants advising clients on vendor selection
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Marketing, sales and business managers developing strategies to target service opportunities within the IT Services/BPO markets
- Financial analysts and investors specializing in the IT Services/BPO sectors.

Scope of this Report:

The report provides a comprehensive and objective analysis of Swiss Post Solutions' business process services offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's client base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.



Key Findings & Highlights

There has been a distinct change in emphasis in Swiss Post Solutions in the last few years. Investments have been focused on technologies in what SPS calls 'Intelligent Automation' (IA), namely extending SPS' existing technology capabilities in document processing, in areas such as scanning, OCR, data capture and extraction, with newer RPA and cognitive tools.

The application of IA technologies has also helped SPS expand its portfolio from document processing to go further into client workflows for processes such as invoice processing, customer onboarding and management, as well as claims automation. As such, SPS is increasingly positioning on its capabilities to support clients in the digital transformation of their physical and electronic document processing and workflow execution activities.

Reflecting both this core positioning around the application of IA and digital transformation and a focus on targeting key accounts, SPS has secured some sizeable contracts around document input processing and digital mailroom services

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