

# SMART HYBRID WORKPLACE SERVICES



**SPS' Smart Hybrid Workplace services create a connected, flexible operating environment that fits the changing needs of both employees and companies.** Our solutions act as a bridge between the digital and physical worlds, enabling the seamless adoption of both remote and hybrid working models. Whether it is scanning and sending mail electronically, or using digital technologies to optimize manual processes, SPS helps companies implement the systems that will underpin the workplace of the future.

## Why you should partner with SPS

Swiss Post Solutions is your partner for process improvement and digital optimization. Our solutions lie at the heart of the shift toward Smart Hybrid Workplaces and will be foundational as companies adapt to new ways of working and seek to unlock unprecedented levels of efficiency and productivity.



**Smart Processes** – Fully digitalize high-volume back-office functions and create lean, efficient processes that can be completed anytime, anywhere.



**Smart Document Logistics** – Digitize in-bound mail and documents, allowing flexible delivery to employees regardless of location, while using centralized mail hubs to optimize the distribution of all physical mail and packages.



**Smart Workplaces** – Transform office environments and make them more suited to new hybrid working models, with virtual reception platforms, online management systems and other self-service platforms.

# SMART HYBRID WORKPLACE SERVICES

## FOUR KEY BENEFITS OF SPS' SMART HYBRID WORKPLACE SERVICES:



### 1. IMPROVE EMPLOYEE SATISFACTION AND ACCESS NEW TALENT

A recent study has indicated that 55% of US workers prefer a mixture of office and home working.<sup>1</sup> Meanwhile, a survey of IT workers found that 70% were more satisfied with their job after work-from-home models were introduced. Such approaches will be crucial for getting the best out of employees and recruiting the best talent.



### 2. BOOST WORKER PRODUCTIVITY

Not only are work-from-home options popular with employees but they can significantly improve productivity. According to BCG, optimized remote models result in a 10-40% increase in productivity, while absenteeism falls by 40%.<sup>2</sup>



### 3. INCREASE RESILIENCE WITH FLEXIBLE WORKING MODELS

The modern environment requires businesses that can thrive during periods of disruption. SPS' services allow companies to shift processes to different locations or rapidly move to home-working models in times of crisis, helping them to continue performing at the highest level whatever the scenario.



### 4. CUT COSTS BY IMPLEMENTING LEAN, EFFICIENT PROCESSES

Remote working models can be hugely efficient from a cost perspective, as they require less space and fewer resources. More than 40% of managers expect remote working models to cut overhead costs,<sup>3</sup> due to lower real estate costs as well as other office expenditures. Cutting manual steps out of back-office processes can also realize major cost savings.

## SMART HYBRID WORKPLACE SERVICES: KEY FIGURES:

Mail is scanned and digitised with no further processing.

- For one client, **94%** of the workforce now recommend the company as a great place to work.<sup>4</sup>
- Centralized hub resulted in **30%** mailroom cost reductions compared with previous supplier.<sup>5</sup>
- State-of-the-art office infrastructure resulted in **80%** CO2 savings for one company.<sup>6</sup>

## References

1. SIEPR, June 2020. 'How working from home works out.' Accessed October 2021.
2. BCG. 'Remote Work Works—Where Do We Go from Here?' Accessed October 2021.
3. BCG, October 2020. 'The Path to Remote-Working Maturity.' Accessed October 2021.
4. SPS case study
5. SPS case study
6. SPS case study