



# Swiss Post Solutions – Business Process Transformation through RPA and AI

Vendor Assessment  
Report Abstract

October 2016

By John Willmott  
NelsonHall

7 pages

[research.nelson-hall.com](http://research.nelson-hall.com)





## Who Is This Vendor Assessment For?

NelsonHall's Business Process Transformation through RPA & AI profile of Swiss Post Solutions is a comprehensive assessment of SPS' automation-centric service offerings and capabilities in support of business process transformation designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver process transformation and automation using RPA and/or AI technologies and identifying vendor suitability for RFPs seeking automation-led process transformation or business process services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

## Key Findings & Highlights

Swiss Post Solutions is a division of Swiss Post, offering business process services in support of paper-based business processes, inbound and outbound document management and multi-channel management.

Within RPA and AI, the company is initially focusing on enhancing its document management services to drive deeper into workflow and processing services with the aim of offering closed loop RPA and AI-based document management, workflow, and processing services.

Swiss Post Solutions (SPS) positions its RPA and AI capability within its Intelligent Automation offering, with Intelligent Automation combining existing SPS capabilities such as scanning, OCR, data capture & extraction with RPA and AI.

Swiss Post Solutions is currently actively applying RPA and AI to the current operations within its service centers, while investing in RPA and AI to provide its clients and prospects with a future vision of what they could achieve.



## Scope of the Report

The report provides a comprehensive and objective analysis of SPS' offerings, capabilities, and market presence in support of business process transformation through the application of RPA and AI technology including:

- Analysis of the company's offerings and key service components for achieving business process transformation through the application of RPA and AI technology
- Analysis of the company's delivery organization for delivering business process transformation through the application of RPA and AI technology
- Analysis of the profile of the company's RPA and AI-based services customer base, including the company's targeting strategy and examples of current contracts
- Revenue estimates for the company's RPA and AI-centric services
- Identification of the company's strategy, emphasis and new developments in support of business process transformation through the application of RPA and AI technology
- Analysis of the company's strengths, weaknesses and outlook in achieving business process transformation through the application of RPA and AI technology.

## Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
4.	Delivery Capability and Partnerships
5.	Target Markets
6.	Strategy
7.	Strengths & Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

## Report Length

7 pages

## Report Author

John Willmott

john.willmott@nelson-hall.com

## **Business Process Transformation through RPA and AI Vendor Assessments are Available for:**

Arvato  
Capgemini  
Cognizant  
EXL  
Genfour  
Genpact  
HCL  
HGS  
IBM  
Infosys  
Mphasis  
Sopra Steria  
Sutherland Global Services  
Swiss Post Services  
Symphony  
Tata Consultancy Services  
Wipro  
WNS  
Xerox Services