

Press release

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Swiss Post Solutions Continues to Strengthen its Employee Development Program with Expanded Training Initiatives

Swiss Post Solutions (SPS), an innovative leader in business process outsourcing and digitization solutions, recently expanded on its award-winning employee development program with the addition of the Ambassador Service training initiative. The initiative includes workshops designed to instill a solution-driven approach, empowering SPS employees to create memorable experiences for its clients by focusing on advanced problem solving and resolution management skills.

With client satisfaction being a key measure of its success, SPS understands that the delivery of instructional programs to its staff must be a perpetual priority. By teaching the skills necessary to those who serve others, the new SPS Ambassador Service training initiative aims to increase the knowledge and interaction level of its employees who have primary contact with clients and their respective customers.

Russ Cusick, SPS North America Chief People Officer, said “At SPS, we recognize that employee development is a journey, and that we must adapt to customer’s ever evolving needs in order to continue to exceed their expectations. The Ambassador Service training initiative is just one example of how we accomplish this.”

Through its development programs, SPS is able to improve job performance, increase client satisfaction, and retain key personnel by fostering positive changes in skills and behaviors. As an industry leader in this area, SPS offers its employees over 700 hours of voluntary professional development training and works closely with clients to develop specific programs for its onsite staff.

SPS North America CEO, Dan Moscatiello stated, “As a growing organization that is reliant on talented staff, we place a high value on programs that strengthen skills. As exemplified last year with our Leadership For Growth training, and again this year, with the Ambassador Service training initiative, we remain committed to investing

in our employees as our front line brand ambassadors delivering excellence to our clients each and every day.”

The Ambassador Service training initiative is a four-week program and is offered through blended learning mediums including in-class instruction at SPS’ New York headquarters and WebEx instruction for remote participants across North America.

About SPS

We connect the physical and digital worlds

Swiss Post Solutions (SPS) is a leading outsourcing provider for business processes solutions and innovative services in document management. A strong international client base relies on SPS’ ability to envision, design and build end-to-end solutions and to be its trusted advisor for the key value drivers in BPO: location strategy, process optimization and technology, such as intelligent automation. Part of the Swiss Post Group headquartered in Bern, Switzerland, SPS’ 7,500 employees and specialized partners span the full range of the industry – from insurance, banking, telecommunications, media, retail to energy supply and travel & transportation – addressing customer needs in more than 20 countries.

Swiss Post Solutions (SPS) North America (NA) offers a comprehensive suite of business process outsourcing solutions and document management services that transform key business applications from paper to digital documents, enabling improved workflow and enhanced efficiencies. In the field of outsourced office services, SPS NA provides mailroom management, managed print services, reprographic services, IT helpdesk support, front office and reception services to clients from an array of industries, including financial services, media & entertainment, legal, higher education, and manufacturing among others. Headquartered in New York City, SPS NA has offices in Los Angeles, San Francisco, Chicago, Washington DC and Toronto, and operates secure document processing centers in Long Island City and Toronto.

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