

PRESS RELEASE

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2019 Results

Swiss Post Solutions North America announces another year of strong growth and success

New York, NY – Swiss Post Solutions (SPS), an innovative leader in business process outsourcing, offering Document Management and Office Services solutions, has announced strong results for its North America division in 2019.

Thanks to the addition of several major new Business Process Outsourcing (BPO) clients, significant expansion with current clients and a high client retention rate, SPS North America grew by over 10% in 2019, continuing its steady increase of year-over-year growth. The organization has nearly tripled in size over the past 10 years through organic growth.

The division's growth is in part connected to its expanded BPO/DPO solution portfolio, and its ability to deliver service excellence and continually innovate. SPS' secure Document Processing Centers in El Paso, Texas and Alamogordo, New Mexico deliver advanced cloud-based solutions and one-touch processing to support clients in their digital transformation initiatives, resulting in 40% growth in document processing revenue over the past two years.

To support the expansion, the organization's headcount grew by nearly 20% last year, much of it in support of our BPO growth as the company added talent and expertise to its nationwide team of solutions professionals. One of the largest growth areas was the western United States, where headcount more than doubled in 2019. SPS also welcomed a new member to the North America Executive Leadership Team: Ralf Schulz joined the team as Chief Financial Officer from SPS Switzerland.

During this period of significant growth, client satisfaction has remained high. Among the results of Swiss Post's annual Customer Satisfaction Survey, SPS North America received a score of 89 ("very satisfied") in overall client satisfaction.

Additionally, in 2019, Swiss Post Solutions was recognized as one of the world's top outsourcing companies as the International Association of Outsourcing Professionals (IAOP) named SPS to "The Best of the Global Outsourcing 100". SPS received special commendation as a top performer in three categories: Top Customer References, Best of GO100 Leaders and Multiple Appearances on the GO100 list. This is the seventh consecutive year that SPS has been recognized by IAOP.

CEO North America Dan Moscatiello commented, "2019 was an incredibly exciting and energizing year within SPS North America. We have seen tremendous results in revenue growth, client satisfaction and employee satisfaction. On behalf of our Executive Leadership Team, I offer our thanks not only to Swiss Post Solutions' employees across the US for their commitment to putting Clients First, Delivering Excellence and Innovative Thinking, but to our clients as well for their

continued partnership. We look forward to another outstanding year in 2020.”

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: offshore and nearshore capabilities, process optimization and technology, such as intelligent automation (including artificial intelligence and robotic process 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 with focus on banking, insurance, telecommunications and healthcare, 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 solutions to clients from an array of industries, including higher education, legal, financial services, insurance, media & entertainment and manufacturing among others. Headquartered in New York City, SPS NA has offices in Los Angeles, San Francisco, Chicago and Washington DC.

For further information, please go to www.swisspostsolutions.com

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