

PRESS RELEASE

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Excellence in Outsourcing

Swiss Post Solutions named to 2020 Global Outsourcing 100 List for 8th Consecutive Year

Zurich – Swiss Post Solutions (SPS), a leading outsourcing provider for business process solutions and innovative services in document management, announced today that it has been named to the International Association of Outsourcing Professionals' (IAOP) *Global Outsourcing 100* list for the eighth consecutive year.

The 2020 *Global Outsourcing 100* recognizes the world's best outsourcing service providers and advisors across the full spectrum of outsourcing solutions, including business process outsourcing, facilities services and information technology. Judging is based on a rigorous scoring methodology that includes a review by an independent panel of IAOP customer members with extensive experience in selecting outsourcing service providers and advisors for their organizations. Applications are assessed in four categories: Customer References, Awards and Certifications, Programs for Innovation and Corporate Social Responsibility.

Dan Moscatiello, CEO SPS North America stated, "This recognition by IAOP validates our strategy of delivering world class outsourcing solutions by focusing on our corporate values – *Clients First, Service Excellence* and *Innovative Thinking*. Our approach has resonated in the marketplace as we have helped our clients adapt, transform and succeed in a rapidly changing global marketplace."

This year's recognition for SPS follows special recognition by IAOP in 2019 as part of "The Best of the *Global Outsourcing 100*", a list celebrating sustained excellence among top outsourcing solutions providers over the past decade.

"Buyers understand there are hundreds of qualified service providers and advisors out there, but what they need to understand now is what makes each one exceptional," said IAOP CEO, Debi Hamill. "The *Global Outsourcing 100* list has done just that. We're proud to recognize Swiss Post Solutions for being among these companies this year."

The official listing, which is composed of Leaders, Rising Stars and Advisors, is expected to be released in June.

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's 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's 7500 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.

About IAOP

IAOP is the global association that brings together customers, providers, and advisors in a collaborative, knowledge-based environment that promotes professional and organizational development, recognition, certification, and excellence to improve business service models and outcomes. Our members and affiliates worldwide are digging deep at IAOP conferences, learning at IAOP chapter meetings, getting trained and certified at IAOP courses and workshops, and connecting through IAOP social media, all with one goal: better business results. Whether you are a customer, provider or advisor, new to collaborative business models like outsourcing, or you are an experienced professional, IAOP connects you and your organization to our growing global community and to the resources you need to get the results your company deserves and demands. For more information and how you can become involved, visit www.IAOP.org.

About The Global Outsourcing 100

As the global, standard-setting association and advocate for outsourcing professionals and the organizations they support, IAOP® annually produces subsequent research to help companies in their outsourcing decisions:

- The Global Outsourcing 100 – the annual listing of the world's best outsourcing service providers – in its twelfth year
- The World's Best Outsourcing Advisors – the annual listing of the top outsourcing advisors and consultants – in its ninth year

The Global Outsourcing 100 and its sub-lists are essential references for companies seeking new and

expanded relationships with the best companies in the industry. The lists include companies from around the world that provide the full spectrum of outsourcing services — not just information technology and business process outsourcing, but also facility services, real estate and capital asset management, manufacturing and logistics. They include not only today's leaders but tomorrow's rising stars.

Companies of all sizes, from around the world and from across the entire outsourcing industry - information technology outsourcing, business process outsourcing, facility services, real estate, design, testing, manufacturing and logistics, to name a few – can apply for inclusion on these lists. IAOP Membership IS NOT REQUIRED nor is it considered in compiling the final lists.

To help ensure participation by a broad cross-section of the industry, The Global Outsourcing 100 list includes larger established global firms, referred to as 'Leaders,' smaller, faster-growing firms with less than \$50 million per year in revenue and/or fewer than 5,000 employees, referred to as 'Rising Stars,' as well as 'Advisors,' regardless of size. Companies are first organized by Leader, Rising Star or Advisor criteria, then evaluated based on the four judging categories. The final list is composed of the top-scoring companies, regardless of type.

Information

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