

PRESS RELEASE

28 April 2020

Excellence in Outsourcing

Swiss Post Solutions Recognized for Excellence in Six Categories by IAOP

Zurich, Switzerland – Swiss Post Solutions (SPS), a leading outsourcing provider for business process solutions and innovative services in document management, has been recognized for excellence in six categories by the International Association of Outsourcing Professionals (IAOP) as part of the 2020 Global Outsourcing 100 (GO100) program.

IAOP denotes top performers among the GO100 honorees with “distinguishing stars”, based on the scoring of independent judges. This year, Swiss Post Solutions received distinguishing stars in the following categories:

- **Customer References** – Demonstrating sustained excellence provided to top customers
- **Programs for Innovation** – Specific programs that produce new forms of value for customers
- **Corporate Social Responsibility** – Corporate programs that address such topics as community involvement and development, labor practices, human rights, fair operating practices, environmental impacts, consumer issues, and organizational governance
- **Sustained Excellence** – Consistently high levels of service provided to customers
- **Awards & Certifications** – Recent and public recognitions that demonstrate business and outsourcing excellence
- **All-Star** – Multiple appearances on the Global Outsourcing 100 list

In response to the achievement, Joerg Vollmer, CEO of SPS, stated, “This recognition by IAOP reaffirms SPS’s success in delivering our corporate values: putting Clients First, fostering Innovative Thinking and delivering Operational Excellence. Our approach has resonated in the global marketplace as we have helped our clients adapt, transform and succeed in an ever-changing business climate. SPS has helped companies around the world acclimate to changing economic and business conditions for more than a decade, and we will continue to deliver solutions that will support our clients as they adapt to the current challenges.”

Dan Moscatiello, CEO of SPS North America, added, “As a leading BPO provide in document management, SPS delivers transformational solutions, combining skilled people, industry specific process know how and advanced technologies like Artificial Intelligence and Robotic Process Automation. We are honored that IAOP has once again recognized SPS’s achievements.”

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.

2020 marks Swiss Post Solutions’ eighth consecutive year as part of *The Global Outsourcing 100*.

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.

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

Contact:

SPS Global Communications

+41 76 452 55 28 | globalcomms@swisspost.com

SPS North America – Janet Tarzia, Head, Marketing & Communications

+1-212-204-0779 | janet.tarzia@swisspost.com

IAOP – Kate Tulloch-Hammond, Director, Media & Communications, IAOP

+1-845-452-0600, ext. 122 | kate.hammond@IAOP.org