

PRESS RELEASE

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Global Document Management Market Insight from NelsonHall

NELSONHALL CONFIRMS LEADING MARKET POSITION OF SWISS POST SOLUTIONS

Zurich – Swiss Post Solutions (SPS), a leading outsourcing provider for business process solutions and innovative services in document management, strengthens its leadership position as number 2 globally in Document Inbound Management and number 5 globally in overall Document Management. SPS's market position was confirmed by the Document Management Market Forecast 2020-2024 from NelsonHall, a leading global analyst firm. SPS increased its market shares in both segments and maintains its number 1 position in Germany and Switzerland.

“Our increasing market share is a result of our long-term focus on customer loyalty, well educated people at SPS, vertical process expertise and continuous investment in relevant technology,” says Joerg Vollmer, CEO of Swiss Post Solutions. “Even in uncertain and difficult times, SPS has proven to be a safe pair of hands for our clients, which is the basis for further growth.”

SPS is well positioned as a long-term partner on the digital transformation journey of its customers and manages both physical documents and digital information. The company unlocks operational efficiencies and enables high-quality customer experience. It continuously improves its services based on a commitment to Swiss quality and a lean six-sigma culture, resulting in ongoing operational benefits for its customers.

During the recent crisis, SPS has proven to be a safe pair of hands for its client base, which includes 25% of Fortune 100 companies. With secure, compliant and location-independent processing of client documents and information, on- and offsite, as well as on- and offshore, SPS is supporting its customers in securing operational resilience while delivering service excellence.

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 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.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies.

NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth, and insight of its analysis.