

PRESS RELEASE

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The focus on people, processes and technology is paying off

Customers Give Swiss Post Solutions “World Class” Net Promoter Score of 79

Zurich – Swiss Post Solutions (SPS), a leading outsourcing provider for business process solutions and innovative services in document management, has again achieved outstanding customer satisfaction results. As part of the company’s annual survey of approximately 350 customers worldwide, SPS received a “world class” Net Promoter Score (NPS) of 79, which is largely above typical industry scores, as well as a customer satisfaction index of 86 out of 100 points.

“We are very proud to have again received an outstanding NPS from our customers,” said Joerg Vollmer, CEO of Swiss Post Solutions. “The trust and loyalty of our customers is the foundation of our growth strategy.”

SPS measures the satisfaction levels of its customers in a survey conducted by an independent research institute. The very high levels of satisfaction depicted in the 2020 results confirm the success of SPS in providing innovative, high-quality services with great relevance for existing and upcoming customer needs. For the 10th consecutive year, the survey depicts a very high level of overall customer satisfaction.

SPS’ focus on people, processes and technologies is paying off. The company is well positioned as a long-term partner on the digital transformation journey of its customers, and manages both physical documents and digital information. It unlocks operational efficiencies and enables a high-quality customer experience. SPS has a culture of continuous improvement for its services, based on a commitment to Swiss quality, and this results in ongoing operational benefits for its customers.

For further information, please visit www.swisspostsolutions.com

About SPS

We connect the physical and digital worlds

[Swiss Post Solutions \(SPS\)](http://www.swisspostsolutions.com) 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 with a focus on banking,

insurance, telecommunications and healthcare, addressing customer needs in more than 20 countries.

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