

Document and dialogue solutions

Management of complex solutions and processes

The service package for document and dialogue solutions

SWISS POST 

Mailroom solutions

reliable, professional, targeted

By outsourcing your internal postal services you receive a professional mail processing service. The combination of physical and digital processing enables you to develop a “digital mailroom”.

Mailroom solutions and additional services

You receive a wide range of services to improve the efficiency of your in-house mail: from security checks (X-rays) and transport to the actual processing of mail – on your company’s premises or at our own locations.

Archive management

The processing of old files by means of back scanning and digitizing active documents: you benefit from

our years of experience in scanning and data processing together with the secure, confidential processing of documents to data.

Reception

It is important in any company to welcome visitors and guests in a professional, friendly way. We offer you a reception for receiving visitors, security and access checks, vehicle administration, meeting rooms, etc. with highly qualified employees.

Swiss Post Box

The ideal enhancement to your conventional document solutions. Swiss Post Box enables the electronic delivery of physical letters in e-mail format or directly to a mobile device. This is ideal for employees who travel frequently and require a solution for their printed mail.

Document & information processing

fast, secure, innovative

Enhance your conventional postal services for letters all the way into your company. This includes preprocessing, scanning and digitizing documents, through to complex processing tasks.

Processing of forms and documents (Business Process Outsourcing)

We guarantee you mature solutions with high cost savings for various document and data processes within your company. You can operate these processes yourself or outsource them to us.

Automation of incoming mail

We migrate paper-based documents such as orders, complaints, damage reports, contracts or correspondence to a modern digital processing environment up to a digital mailroom, which combines physical and electronic processes.

Creditor processing

You benefit from process-supported, automated processing of typical accounting documents such as creditor invoices or documents for general ledger accounts or transfers. The processes are error-free, faster and more cost-effective.



Document output processing

high-volume, colourful, individual

Whether conventional transaction printing, transpromo, white space marketing or multi-channel output management, you've come to the right place at Swiss Post Solutions!

Document output services / conventional transaction printing, transpromo / white space marketing, multi-channel output management

Data processing, printing, packaging, postal dispatch with optimized postage costs, and electronic distribution – we undertake the entire output management process. This means we can provide you with personalized, flexible customer communications in black and white or colour, together with the high-volume dispatch of invoices, account statements, policies and all other print products. With transpromo and white space marketing, you can considerably increase the response to your customer communications!

Marketing solutions & campaign management

targeted, personal, diverse

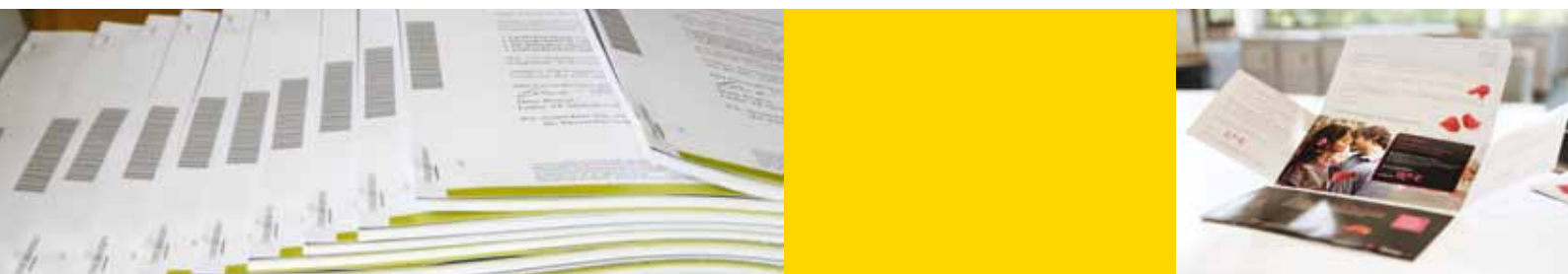
Our cross-channel range offers you flexible dialogue solutions, an excellent cost-quality ratio and state-of-the-art technologies for personalized customer mailings and multi-level, multi-channel campaigns.

Direct mail / white space marketing

We offer you integrated approaches, from the technical consultation and design of mailing campaigns and the production of complex, highly personalized mailings through to fulfilment. For a modern, individual customer dialogue using the various communication channels.

Multi-channel campaign management

Reach your target groups through the right communication channels. We have creative, highly personalized customer mailings (printed or online) and innovative dialogue platforms available for you.



E-commerce

networked, intelligent, sustainable

As a full service provider, we offer you reliable processing of all partial e-commerce services as an overall process from a single source.

Full e-commerce service

We design, implement and operate your online shop, undertake the necessary online marketing and take care of fulfilment for you – from the storage and dispatch of goods, to billing, payment services, collection and returns management. This means we can connect you with potential customers, optimize your customer relationships and improve customer satisfaction.

Billing & payment solutions

comprehensive, fast, secure

From the settlement of small amounts on the Internet to comprehensive, complex billing solutions – we provide a complete range of solutions along the entire service-billing value chain.

Total invoice management

Our solutions can easily be integrated into your business processes and provide you with secure processing for your payment transactions. From customer administration and invoicing through to payment processes. Thanks to our payment guarantee for all authorized transactions, you no longer bear any debtor risk.

Online billing and payment

With our online billing and payment solutions, you can offer your customers a wide range of payment methods for the online channel for both small amounts with a prepaid account and invoicing or direct debit for large amounts. Everything from a single source and standardized for several applications.



CRM & loyalty programmes

innovative, individual, emotive

Our CRM solutions provide you with solutions tailored to meet your requirements and help you develop successful customer relationships.

Customer retention programmes

We design, develop and operate innovative CRM/loyalty programmes to derive the most benefit from potential customer value. From tailored solutions for managing successful customer relationships to the integrated process management of customer retention programmes – we offer you everything from a single source: bonus and reward programmes, payment and credit functions, customer clubs, customer insights, as well as programme and marketing management.

Value & security cards

standardized, secure, diverse

As a leading provider in the production and personalization of a wide variety of cards, we undertake the integrated processing of your card business, subject to the highest security measures.

Voucher and gift cards

Do you want to win new customers and retain your existing customers, thereby achieving higher sales? Then use our voucher and gift card solution with or without payment functions and linked to complete IT systems – more flexible, secure and, above all, cost-effective.

Chip module with operating system (EMV)

Enhance the functions of your customer cards with ticketing, identity check, electronic signature and payment processing (EMV). Or perhaps you require cards for the field of telecommunications (payphone cards, SIM cards) or healthcare (health insurance cards, health cards)? Our chip card offers you the right solution.

Charge, prepaid and credit cards

Our charge cards and credit cards are manufactured to the highest EMV standards, are certified by Visa and MasterCard, and are protected from manipulation and misuse by a variety of security measures. Our prepaid cards are produced using the latest techniques in the area of PIN covers and security labels. Whether you need a few hundred cards or a run of millions, we have the right offer for you.

Loyalty cards

Do you want to generate demonstrably higher sales and important customer information by means of customer cards? We can implement one of the most important tools for a successful customer retention programme for you – customer cards. We produce large runs or individual cards, which can be delivered within 10 hours, depending on the service level agreement.



Security products

secure, digital, simple

Data theft, espionage and misuse – all threats to your business. Our web-based security products for unique identification, digital signature and secure communication provide reliable protection for your data.

SwissPostCertificate

Do you want to ensure that the sender of an e-mail is the right person, or do you want to uniquely identify yourself with your business partners? Then the SwissPostCertificate, as a digital identity, makes it easy for you to use sophisticated certification technology for a secure login, together with a qualified signature, thereby confirming the authenticity of electronic documents. The SwissPostCertificate corresponds to the qualified certificate in accordance with the Federal Act on Electronic Signatures (ZertES).

Swiss Post Box

The Swiss Post Box is the equivalent of your physical letterbox. Swiss Post Box is the secure electronic letterbox of the future, with which you can choose contact addresses in Switzerland, Germany, Austria, Italy and France. With the Swiss Post Box you can always access your physical letters easily and securely from any location.

IncaMail

Everyone is familiar with registered mail. From now on, IncaMail allows you to send and receive secure registered e-mails, without having to install any additional software. You can ensure that only the desired recipient can read the message. You can also receive a digitally-signed postal receipt on request.

SwissStick

Are you looking for a complete data security package? Then the SwissStick is the simple, complete mobile solution for secure data access, digital signature and secure communication – with SwissPostCertificate, SwissSigner and IncaMail. The SwissStick is a USB stick which you can use to carry out sensitive business processes anywhere and at any time. You can easily access your industry and business applications securely using Plug&Play, leaving no digital traces.



Manage your customer relationships, optimize your business processes – together with Swiss Post Solutions

innovative, flexible, adding value

We offer you services and solutions in document and dialogue solutions which enable you to process documents physically and electronically, hold customer dialogues using all channels, and retain your customers. In addition, you can communicate digitally and securely with your business partners. We use state-of-the-art IT platforms, optimize and take over processes, and thereby increase our customers' efficiency.

Your objective

Do you want to distribute and process incoming contacts, documents, data and information for your customers and business partners – whether physical in the form of letters and faxes or digital via e-mail, text message, the Internet and telephone – in an efficient and targeted manner in your organization? Do you want to ensure maximum data security at all times and make the data available to the appropriate parties? Do you want to process and refine information in order to provide added value for your partners and customers via your digital and physical contact channels? Do you want to support this with innovative technologies and processes?

The benefits for you

At Swiss Post Solutions, you've come to the right place. You can obtain all the services you need from a single source. We work together with you to develop tailored and innovative solutions, implement them in a flexible way and ensure secure operations. By managing the three most important elements of people, processes and technology, we achieve long-term success and increase your added value in a sustainable way.

You can place your trust in us as your reliable partner. Swiss Post has stood for quality, continuity and security for many years – both nationally and internationally.

Our solution

We offer you individual e-business, document, customer retention and dialogue solutions:

- Mailroom solutions
- Document & information processing
- Document output processing
- Marketing solutions & campaign management
- E-commerce
- Billing & payment solutions
- CRM & loyalty programmes
- Value & security cards
- Security products



Letters

Logistics

Direct marketing

Print media

Document and dialogue solutions

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