

# The pioneers from Sempach

**Innovation is not an empty word for the global family business B. Braun Medical AG, it is the philosophy the company lives by. This is reflected in the modern architecture of the four Swiss locations as well as the broad range of highly developed medical products. The HR at the Swiss headquarters in Sempach is also heading in new directions: recently the department started using IncaMail.**

*An interview with Thomas Keller, head of the HR Service Centre at B. Braun Medical AG, Sempach.*

*Why did your company decide on IncaMail?*

We were looking for a solution for electronically sending wage documents directly from SAP. Both software providers which came into question for us prefer IncaMail as a partner. So we did not deliberately choose IncaMail, instead we came across IncaMail via the software add-on from smahrt.

*How long have you been using IncaMail already?*

After a two-month testing phase, we have been using IncaMail actively since July 2013.

*For which documents?*

For payslips and also for general attachments. Time statements and wage statements are also technically possible. We will maybe offer this in the future too.

*How many wage documents do you send via IncaMail each month?*

Of a total of 900 employees at four locations, around one third receive their payslips via IncaMail.

*Why only one third?*

IncaMail was launched on a voluntary basis: we leave it to our employees to decide whether they want to register or not.

*What are the reasons for registering?*

People appreciate the speed, the ecological aspect, the fact it is not necessary to open a letter and the innovative character.

*So why is not everyone registering then?*

In the short amount of time we have not yet been able to convince all employees, especially on the production side. Here there is clearly greater scepticism about modern means of communication. It is different in administration and among young employees.

*Were there other reactions?*

The range of responses went from «Finally there's something like this!» to questions like «Do I have to buy a computer now?».

*How did you announce IncaMail internally?*

In several stages. First of all the executive board and management were informed. Then the employees received a registra-

*Simple, speedy, safe and saves money*

IncaMail is the easy-to-use service of Swiss Post for securely and verifiably sending confidential e-mails with sensitive data such as payslips.

For more information see: [www.post.ch/incamail-hr](http://www.post.ch/incamail-hr)



tion form sent with their payslip. At the same time we ran a publicity campaign at our info points and wrote reports in the staff newspaper. We are interested in generating as many new registrations as possible. Incidentally, in this regard we also received very good documents for employee orientation from Swiss Post.

*How did the implementation go?*

Technically it ran smoothly. At our headquarters in Germany we had to do some persuasion in advance, however. Here it helped us that Swiss Post markets IncaMail internationally. After the Swiss Post Product Managers had visited the people in charge of IT at the Group headquarters we were immediately given the green light. This means we had a pioneering role within the Group. After the successful introduction here in Switzerland, the implementation of IncaMail is also being tested at the Group headquarters in Germany.

*Have you been able to save on costs thanks to IncaMail?*

Definitely. Sending a payslip on paper costs us three Swiss francs. With IncaMail we pay only 75 Swiss cents (full costs) per document.

*And time?*

Since we no longer have to print out and fold our payslips, put them in an envelope and take them to the post office, we gain 30% more time for other work.

*Are there other advantages too?*

The ecological advantages correspond with our understanding of sustainability. HR employees were also impressed by the fact that the rather tedious work of sending documents by post is no longer necessary.

*Would you change anything about IncaMail?*

Not really. With an app IncaMail also works via a smart phone or tablet. That's great! It would be handy if even more providers supported IncaMail though.

*Would you recommend IncaMail to others?*

Yes, we are very satisfied with it!