



2014 Annual Report
Development & Innovation






SWISS POST 
Yellow in motion.



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Editorial

The vision of Swiss Post and E



Dear Reader

“Simple yet systematic – Swiss Post”. That is our new vision. We want to offer our customers products and solutions which simplify their actions in a complex world and help them find more scope to succeed. This aim applies to Swiss Post as a whole – to every unit and every employee.

Since last year, the new “Development & Innovation” group unit – or E for short – has been tasked with providing all units of Swiss Post with support in identifying, evaluating and developing new business themes. The focus lies on system solutions which are designed to be logical and workable for customers in an ever complex environment. With this in mind, E promotes programmes such as E-Health with its vivates data hub or offers the authorities new e-government possibilities with electronic voting.

For Swiss Post to be able to offer its customers more one-stop system solutions in the future, it will need to ensure cooperation extending beyond the limits of each unit. This is also an integral part of E. In the innovation process, representatives from every unit sit on a panel to collectively assess and promote the most promising business ideas and ensure that the best projects are brought to market maturity.

“Simple yet systematic” – this is also the case of E services: there is nothing simpler than submitting a suggestion for improvement online via Postidea. Behind this is a clever software package and a sophisticated assessment and evaluation system. The Open Innovation team helps anyone looking for a suitable external partner to implement a project. It observes market developments throughout the country on behalf of the entire Swiss Post organization and systematically maintains relationships with universities, government institutions, other postal companies, start-ups and potential collaboration partners.

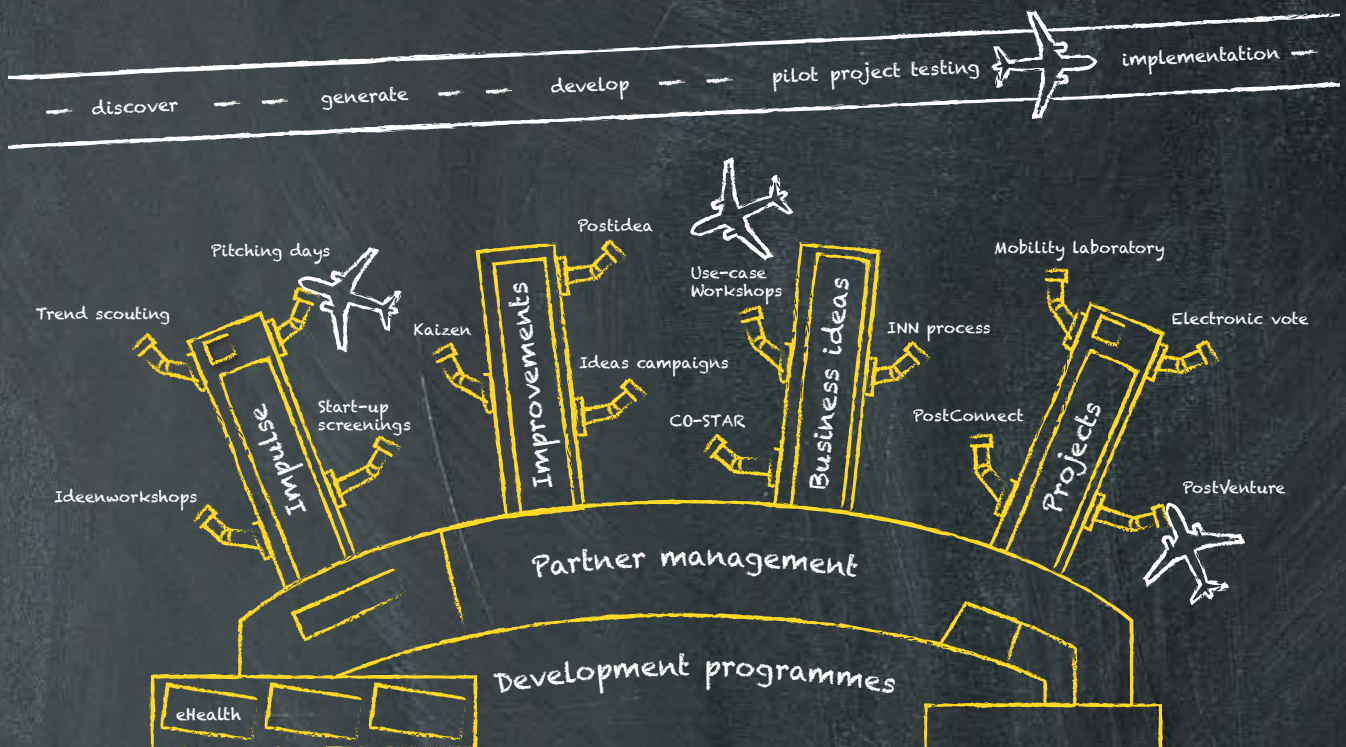
E is a key driver of our culture of innovation. There is “no innovation without collaboration”. I would be happy to think that this spirit is adopted and supported by many of you both within Swiss Post and outside the company.

Susanne Ruoff
CEO
Swiss Post Ltd



Overview

New ideas take off



Dear customers and partners,
Dear Colleagues,

Swiss Post is developing. A year ago, you received the Innovation Management Annual Report; this year it is the Development & Innovation Annual Report. The new E unit meaningfully combines the competencies and services of the previous Swiss Post innovation management and development

programmes. Our motto, **New ideas take off**, is both a demand we impose on ourselves and a promise to Swiss Post and its external partners.

E brings the latest trends and **impulses** to Swiss Post while supporting the units and their employees. It aims to develop **business ideas** for customers in line with Swiss Post's vision and bring them to market maturity as system solutions. Furthermore, **E** promotes **projects** such as PostConnect and PostVenture throughout the company with a view to supporting collaboration and innovation across units, and strategically defines decisive **development programmes**: it relays these to the units or promotes them itself – ideally beyond their market entry. With its **open innovation** approaches, **E** connects the different units of Swiss Post with external knowledge and implementation partners, thereby boosting projects at various stages of development with additional impulses and new technologies.

For the employees and units of Swiss Post, **E** provides a wide range of services: calling on numerous different instruments and methods, we provide impetus and inspiration, share knowledge and know-how with the units, provide them with access to networks together with financial or other resources. For our external partners, we are point of contact for building a business with Swiss Post. In short, it is in no way a matter of centralizing innovations in **E**, but instead, it supports Swiss Post as an **innovation platform and engine of development**.

With this in mind, we adopt an analytical, prudent and forward-looking approach. But to achieve results, we must also be proactive, think laterally and not be afraid to experiment. But to achieve results, we must also be proactive, think laterally and not be afraid to experiment. And we are always delighted to ensure that this is part and parcel of the service. We firmly believe that development and innovation can make a significant contribution to the success of Swiss Post in the future.

In this Annual Report, you can read about everything we achieved together last year and everything we are planning for the future. **E** wishes you enjoyable reading.

Claudia Pletscher
Head of Development & Innovation (E)

Ideas management

Ideas are the lifeblood of Swiss Post

Whether small and simple, large and complex, or even relevant to the Group as a whole: Ideas are the lifeblood of Swiss Post. This is why various tools are available to staff for introducing their proposals and projects.

Postidea

Big and small ideas for improving products and processes are guided by existing procedures. This is why, in the majority of cases, they are not particularly complex. As a corporate suggestion scheme, Postidea is the right address for simple and spontaneous suggestions for adjustments and improvements. Employees can efficiently complete the input screens without the aid of any instructions or, if necessary, submit their ideas offline. More complex business ideas are channelled directly into the **INN process** →.

Postidea proved very successful in 2014: employees submitted a total of 1,462 suggestions via this channel. The implementation rate remained constant: once again, almost one idea in ten was implemented. The financial benefits of the adjustment and improvement suggestions submitted totalled more than 1.5 million francs. Once again therefore, Postidea made a healthy contribution to the Swiss Post result. Incidentally: Since 2014, ideas can also be submitted spontaneously via Postidea by all employees with a Swiss Post account, by using their mobile phones. 📱

Ideas campaigns

The ideas campaign instrument is useful for people who need quick and high-quality input for specific problems and questions. As campaign managers, the employees themselves determine the intended recipients. Input is very easy thanks to a clear online assistant. A significant element in the ideas campaigns is the interaction with participants. The submitters and all recipients read and comment on incoming contributions. This is how communication is created. In addition to the comment function, ideas can be directly assessed using the Facebook "Like" button. This is how submitters receive comments and detailed feedback about their questions, thereby providing a considerable increase in value. Furthermore, the submitted ideas can also be assessed by an evaluation committee using individual criteria. Of the numerous staff members who launched ideas campaigns in 2014, the questions submitted by managers, project managers and specialists using the user-friendly web application were primarily addressed to selected colleagues. In this way, for example, they prepared workshops and achieved excellent results in the shortest possible time from brainstorming sessions and evaluation surveys. In 2014, more than three thousand employees worked on new ideas in more than 30 campaigns. To improve the support offered to employees in defining ideas campaigns, a web-

based training module has been developed and produced in collaboration with the group units. This enables prospective campaign managers to obtain information concerning the use and possibilities of ideas campaigns..

The perfect complement

Whilst the initiative in the Postidea programme comes from individual employees, the opposite is true for the ideas campaigns: these are addressed to selected employees, calling on their specific knowledge and experience. This is why the ideas campaign and Postidea complement one another perfectly as a company suggestion scheme for the impromptu submission of ideas. Both schemes have been particularly well received by employees on the intuitive **web platform** 📱. Irrespective of whether they submit an idea or want to post a question, the simple navigation enables users to access the desired applications.

Best practice

Over 400 ideas for the name of the new head office

"The new Swiss Post head office is looking for a suitable name!" In summer 2014, Swiss Post also approached this challenge with an ideas campaign, and turned it into a competition. With a great deal of success: More than 400 ideas were submitted and eagerly commented on and discussed by the 1,000-person strong community! At the end of the subsequent evaluation process, the name of the new head office had been decided: EspacePost.

Through the ideas campaign, it was very easy to address a specific question to a clearly-defined audience. In this example, all employees in every unit and at every function level directly concerned by the move were asked for their opinion. All suggestions were visible to the community and could be efficiently processed in the evaluation procedure.

KAIZEN in PostMail

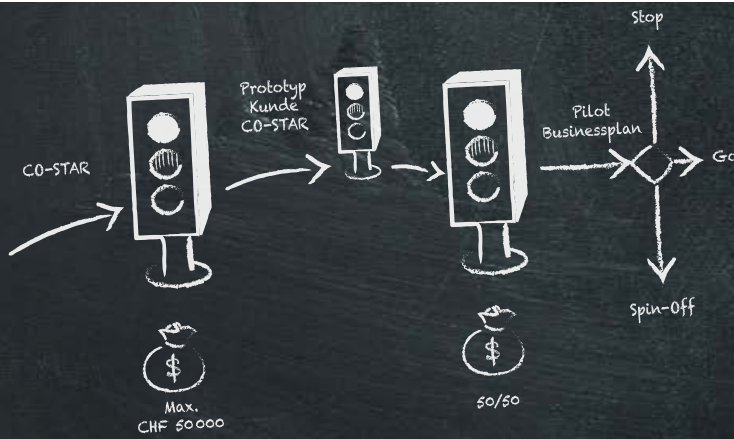
Using the KAIZEN method (KAIZEN is Japanese for “change for better”), the PostMail group unit successfully implemented hundreds of large and small improvements. These were adopted and implemented throughout the entire unit. While Postidea enables employees to submit ideas relating to any topic relevant to Swiss Post, the KAIZEN approach means that they call on their everyday experience at their own workplace to show how products and processes can be improved in their individual work environment and how so-called wastage can be prevented. In 2014, more than 6,000 improvements were suggested at PostMail, of which 4,200 have been checked and some 2,644 have already been introduced. The implementation rate reaches a very praiseworthy 63 percent. Thanks to KAIZEN, PostMail saved almost 11,000 man hours last year and more than 700,000 francs.



Creative minds celebrate, drive the Postidea Smart car and win prizes

In 2014, Swiss Post intensified communication relating to ideas management, thereby maintaining the number of ideas submitted. Particularly innovative employees received a reward:

- the 50 employees who submitted the most ideas and the most committed experts celebrated their achievements together at the **exclusive Postidea event**
- Whoever submitted the idea of the month was offered the chance to drive the Smart car in the new Postidea colours for a whole month free of charge.
- Furthermore, the Postidea points system also rewarded those employees who do not submit their own ideas but who evaluate other projects and provide valuable contributions to questions posted.



INN process

27 projects – one process – one language

Innovation is also a priority at Swiss Post. That is why four members of the Executive Management and a representative of the PostFinance Management Board form an **Executive Management Committee Innovation, New Business & Sustainability** (KLA INN, see page 9) chaired by CEO Susanne Ruoff . Claudia Pletscher, Head of E, started chairing the committee in April 2014. The KLA INN evaluates the projects and business ideas pre-selected by the **INN jury** (see page 9) . Many employees are motivated by the opportunity of presenting innovative projects to representatives of the Executive Management.

In 2014, the INN jury examined eleven ideas still in the preliminary stages and took the relevant financing decision. The jury also provided the KLA INN with funding recommendations concerning four projects at a more advanced stage. The KLA INN evaluated a total of seven projects in 2014, generally with the aim of developing a business plan and implementing a pilot project. An annual INN fund budget of 1.5 per mille of the total scheduled Swiss Post Group turnover is made available to the INN process and its projects. Last year, the INN fund provided 27 projects and proposals with financial support. It was not fully exhausted.

One language thanks to CO-STAR

At Swiss Post, business ideas are prepared using the comprehensible and compact CO-STAR structuring method. Every letter represents a central element of a business idea: **C**ustomer – **O**pportunity – **S**olution – **T**eam – **A**dantage – **R**esults. In the INN process, therefore, all projects speak the same “language” and can thus be assessed and compared fairly by the INN jury and the KLA INN (page 9) .

New and already popular: the INN event

In spring 2014, Swiss Post launched the INN event. The event brings together the members of the KLA INN and the INN jury with the aim of promoting increased cooperation. The participants discuss current innovation projects and provide mutual impetus. At the INN event, they are also given an extensive insight into current innovation themes.

Since then, the INN event has been held on a regular basis – each time exploring a different central theme. In autumn 2014, for example, the main topic was fast prototyping. Internal and external speakers were asked to contribute.

Two success stories

Many projects which successfully made it through the INN process are now in daily use. Take, for example, **the electronic displays at PostBus stops** which are being tested in 15 locations: They show the current timetable and – depending on the product variant – the next departures in real time. With the help of e-ink technology, the information appears clearly and in high contrast even in daylight. DynPaper technology means it is possible to make daily adjustments for individual stops and could simplify timetable changes in the future as they would no longer need to be replaced on site.

For PostBus customers, **DynPaper** is equally as useful in the event of interruptions to the service as it is in areas with a particularly high number of routes or numerous timetable exceptions. The displays only require energy when the data change – the electricity is provided by solar panels installed on site. PostBus has successfully tested the new display technology in various regions throughout Switzerland. The product variant showing both the timetables and the next departures was particularly well received by the people testing it. There is a real chance that it will be introduced nationwide in the future

Will **3D printing** establish itself for domestic use? Will it become a production alternative for industry? There are many reasons to believe so. Since November 2014, Swiss Post too has been progressively moving into the future: The impetus came from a project that made it through the INN process and was then established on the market by the Post Offices & Sales business unit. Since then, interested

parties have been able to choose from more than 90 3D printing articles via the online shop at www.postshop.ch and in over 1,600 post offices, as well as booking training courses. But this is just the beginning: in the future, Swiss Post intends to work with a partner to process and deliver 3D printing contracts on behalf of companies and private individuals. Swiss Post has in mind dentists, designers and architects who often use figures and models in their daily work

“Without the INN process, we would never have been able to develop the electronic displays at the PostBus stops. Thanks to group-wide collaboration, we quickly identified the most productive solutions.”

Erich Helwin, Head of Mobile Services, PostBus





Simply and quickly to the market

Outline, enlarge upon, optimize, pilot and introduce onto the market. Ideally, promising projects designed by employees run through these stages of the INN process towards market readiness in only a few months. The INN process always begins with a simple business or process optimization idea and usually ends with a pilot project. A jury comprising representatives from the units (INN jury) and the Executive Management Committee Innovation, New Business & Sustainability (KLA INN) assess the ideas and/or the projects. These committees decide which projects have potential and will therefore receive financial support. Swiss Post Innovation Management accompanies, advises and supports the project managers throughout the whole process. Almost 100 projects have made it through the INN process since August 2009.

Five members of Executive Management form part of the KLA INN, which has six representatives. Susanne Ruoff (CEO, who chairs the KLA INN), Ulrich Hurni (Head of PostMail, Deputy CEO), Yves-André Jeandupeux (Head of Human Resources), Pascal Koradi (Head of Finance) and Dieter Bambauer (Head of PostLogistics). Armin Brun (Head of Marketing at PostFinance) also represents PostFinance on the committee. Claudia Pletscher (Head of Development & Innovation) chairs the committee.

The INN jury comprises 41 people with each Group unit represented by five members. There are innovation managers and members of the Marketing Technical Committee (FA M) and the Sales Technical Committee (FA V) in place. This lends considerable importance to marketing and selling the business ideas. Seven members alternate in acting as the jury at the monthly meetings.

Projects launched in the past year

Eine Auswahl

Swiss Post Box

The electronic letter box

Post SuisseID

The Swiss standard for secure identification and digital signature

IncaMail

Encrypting and sending e-mails securely

«pro clima»

Carbon-neutral shipment of letters, parcels, courier services, innight and small consignments

WiFi on Postbuses

Free Internet on Postbuses

Fuel cell Postbus

Travelling without exhaust fumes

sobu

Earn money with online recommendations

SecureCube

Flexible and safe cash deposits

vivates

The Swiss Post electronic patient record

Mobile postshop.ch

The first barrier-free mobile eShop in Switzerland

PubliBike

Switzerland's leading (e)bike-sharing scheme



Open innovation

The hinge between Swiss Post and the outside

Swiss Post actively and attentively keeps track of developments in the environment. In developing innovations, it uses both the experience of its business units and the expertise of external partners.

The Open Innovation Team forms the link between Swiss Post and the environment. It has the task of detecting and observing market and technological developments by means of comprehensive trend scouting and thus to identify business opportunities at an early juncture which can be materialized at a later date in cooperation with the business units.

In the same vein, the Open Innovation team forms the hinge between the Swiss Post business units, interesting start-ups, institutions of higher education, government institutions and foreign postal organizations. It brings together the right experts and accompanies the Swiss Post group units in their collaboration with the external partners. In 2014, of some 250 start-ups monitored, Swiss Post took a closer look at 40 of them. It launched joint innovation projects with several companies and organizations – creating, for example, an intelligent

mobility solution in cities in collaboration with the Ecole polytechnique fédérale de Lausanne (EPFL) and the start-up Citiviz.

Swiss Post attaches particular importance to making contact with start-ups that are active in one of its four markets and which pursue promising business ideas. If the start-ups are interested, Swiss Post enters into dialogue with them and develops a use case together with them. In searching for suitable start-ups, Swiss Post works with TechBridge (for Switzerland) and – based on this – with the Plug&Play Tech Center (for Silicon Valley/USA). To this end, tools such as the INN process (see pages 7 and 8) are used. This helps shorten the time from screening the companies interested to implementing the innovations together.

Pitching days

Lots of ideas in a very short time: on pitching days, start-ups present their business ideas to the Swiss Post specialists. Three to four concise presentations followed by a discussion highlight numerous approaches and possibilities in a short space of time. An intense dialogue quickly ensues between the invited companies and Swiss Post experts, which allows them to recognize and substantiate any business potential.

Best practice Mobility Lab Sion Valais

A think tank for all



Quicker, safer, more convenient – as well as more intelligent and environmentally friendly. The demands on mobility are huge. This is where **Mobility Lab Sion Valais** comes into play: the laboratory has quickly developed into a test environment focusing on mobility-related innovations, thereby promoting the interaction of different mobility solutions. The **canton of Valais**, the **city of Sitten**, the **Ecole**

Polytechnique Fédérale de Lausanne (EPFL), the **HES-SO Valais-Wallis** and **Swiss Post** as the initiator of the project pool their knowledge and resources in the Mobility Lab Sion Valais. In an interview with Philippe Cina from PostBus, we learn why the cooperation works so well, why he views the project as a think tank accessible to all and how he perceives his role as head of the operational committee:

Philippe Cina, who is behind the Mobility Lab Sion Valais?

In December 2012, the “Campus EPFL Valais Wallis” project was officially presented. In the future, the campus was to combine new professorships at the EPFL and the Engineering School of the HES-SO Valais Wallis in Sitten – as well as 11 others in the fields of energy and healthcare. PostBus asked both universities whether cooperation on the theme of mobility could be envisaged. And so three of the five partners in the Mobility Lab became involved. From the very outset, we wanted to take a comprehensive approach to the theme of mobility. We therefore contacted the canton of Valais and the city of Sitten and discussed with their representatives the wishes, needs and goals of the authorities

in the field of mobility. One thing became immediately clear: only if the authorities worked hand in hand with scientists and business representatives in the Mobility Lab could sufficient know-how and impetus be brought together to tackle the Herculean challenge of “intelligent mobility” seriously.

How does the cooperation work?

Extremely well. The operational committee comprises five people – one per partner. We meet once a month and discuss current and future projects. We all work on an equal footing and inspire each other with our different work styles and approaches. The Mobility Lab is a virtual organization based exclusively on the partners’ resources and competencies. Each person working in the laboratory – totaling between 30 and 40 depending on the intensity of the projects – continues to receive their salary from their respective employers. This means that everyone can deal with the projects without any problem.

Are other partners welcome?

Yes – in the projects and where required. We have already attracted new partners who serve our common cause and fit into our framework. We nevertheless go a step further: as a think tank for mobility, we are also open to contributions from the population. In the future, we will participate in numerous events and congresses while also addressing people through media work. We are certain that mobility is not only a theme that concerns us all, but is also one in which everyone can play a role!

mobility  **lab**
SION VALAIS

The current projects of the Mobility Lab Sion Valais

The Ecole Polytechnique Fédérale de Lausanne (EPFL) analyses **the mobility behaviour of the population**, the use and perception of public transport and the correspondence between supply and demand.

Business intelligence for the PubliBike self-service bike hire scheme: The project, under the direction of Citiviz (a spin-off of the EPFL) was launched in January 2015 on behalf of PostBus and the city of Sitten. Its aim is to develop innovative solutions for system management in the field of shared mobility.

Can ride-sharing complement public transport? This question is explored by the PubliRide project which was launched in May 2015 on behalf of PostBus, Mobility Solutions AG and the canton of Valais in two of the canton's regions.

The Check-in/Be-out (CIBO) project seeks to develop an alternative to public transport tickets. When climbing into a Postbus within the Sitten city network, passengers can simply connect to the WiFi in the bus using their smartphone in order to check in. When alighting, the WiFi connection is automatically interrupted (be-out). This provides a reliable means of recording the route travelled and subsequently invoicing it. There is no longer any need to buy a ticket during the journey.

Other projects are being examined and are expected to be launched in autumn 2015. Among other things, these include new vehicle technologies and mobile sensing, or the transmission and reception of information via vehicles.

For further information on the Mobility Lab Sion Valais, visit: [☞](#)

Projects, events and tools

A living culture of innovation

Fostering innovation and opening up new business areas is a daily task for the Development & Innovation unit (E). We launch numerous initiatives and projects and implement them ourselves as required. The culture of innovation is therefore also omnipresent. Throughout the group. Swiss Post benefits from this process together with its employees, customers and partners.

Swisscom outpost Study trips to Silicon Valley

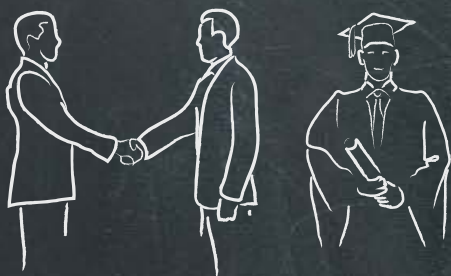
In a new initiative E, in collaboration with the Human Resources management unit (P), is therefore offering selected staff from the entire Swiss Post group the opportunity to spend several weeks on a study trip to the Swisscom outpost in Palo Alto, California, in order to work on an innovation theme for Swiss Post.

The aim is to develop existing projects there and to gather and test new ideas. This will help Swiss Post drive forward the development and implementation of new business, product and process ideas. The colleagues who are sent over will validate business ideas, test the

implementation of new technologies and develop alternative approaches

to solutions. They will also bring back new ideas, which will have a positive effect on the Group.

Swiss Post hopes that the programme will offer the opportunity to exchange knowledge and experience with highly-qualified specialists as well as examine the strategic topics the staff is working on in greater detail, resulting in a shorter time-to-market. And, last but not least, establishing a network of external partners is of great significance for Swiss Post. A trip abroad will of course have advantages for the selected staff. It will allow them to apply their English language skills and broaden their professional and cultural horizons.



PostConnect Swiss Post as a learning organization

With the new PostConnect collaboration platform, Swiss Post is continuing to develop into a learning organization. Through quick and constant learning, Swiss Post will continue to hold its own against the competition in the future. Learning requires dialogue and knowledge sharing. Post Connect promotes both of these aspects.

In the future, PostConnect will simplify information sharing, document management and the processing of themes within the team. At the

beginning of May, the digital collaboration platform will be activated for all Swiss Post employees with a business computer access. PostConnect complements the electronic communication media such as e-mail and file shares as well as replacing existing instruments such as communities of practice, the directory, blogs, and wikis.

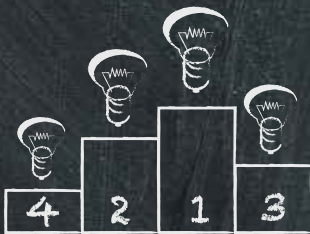
On the Intranet:
pww.post.ch/info-postconnect
pww.post.ch/postconnect



“With PostVenture we can specifically promote and develop new business ideas from the very moment they are born. I am looking forward to hearing lots of fresh ideas.”

Claudia Pletscher, Head of E

PostVenture



PostVenture15

The success story will continue

After the successful implementation of PostVenture12, the client KLA INN has decided to enhance the concept by means of an external component and carry out PostVenture once again. With PostVenture15, business ideas from within the entire group and externally throughout Switzerland will once again be collected and developed. To this end, Swiss Post will become an industrial partner of venturelab, a programme operated by the Institut für Jungunternehmer (IFJ). Collaborating with the IFJ gives Swiss Post an insight into new business ideas that are still in their early stages. In this way, it can specifically promote projects that are of interest to Swiss Post while accessing external know-how and adding to internal knowledge. By adopting this approach, we hope to be able to identify and develop new business ideas with internal and external partners and to derive specific business models from them.

Internally, PostVenture15 incorporates a competition designed to help innovative thinking flourish within Swiss Post. The employees are in the best position to know Swiss Post products and processes. It makes sense that PostVenture15 promotes new business ideas which emerge from this deep knowledge of the subject matter. The in-house competition will be launched in summer 2015 and, in addition to a group-wide ideas campaign, will incorporate intensive workshops, coaching and the presentation of the business ideas developed before a professional jury.

On the Intranet:

pww.post.ch/postventure

On the Internet:

www.post.ch/postventure



CO-STAR Creator

Structuring business ideas made easy

CO-STAR is the system used by Swiss Post to structure business ideas. Among other things, this is also used in the INN process (see page 7) . In order to simplify its use for your employees, Swiss Post introduced the CO-STAR Creator web-based tool in 2013. With the help of illustrative animated films, valuable tips and tricks and a comprehensible practical example, employees outline their ideas directly in the tool and structure them according to CO-STAR. Creator continues to be a firm favourite with staff. In 2014, they compiled about 100 CO-STARs; at the same time, more than 150 people registered on the

platform. Most users make use of the collaboration opportunities incorporated into the application in order to share and develop their ideas with colleagues. The lively discussions foster the quality of the ideas and accelerate their implementation.



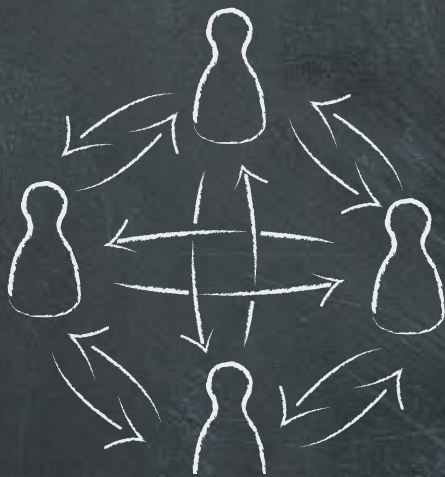
electronic voting

Electronic voting – into the future with Swiss Post

Electronic voting and elections? Thanks to Swiss Post, this will soon be possible in Switzerland for all Swiss citizens entitled to vote. We will provide the cantons with a modern overall solution which fully satisfies the very latest security specifications and conditions laid down by the Federal Chancellery: anyone entitled to vote can make use of the service in all four national languages via their PC, smartphone or tablet. Furthermore, the service can be incorporated into the IT systems of the cantons, thereby simplifying use and handling significantly.

Swiss Post has long been an important partner of the Confederation, the cantons and the municipalities in

holding votes and elections. We provide a range of paper-based, electronic and hybrid services, both nationally and internationally, which satisfy the most stringent security and confidentiality standards. This means that we are suitably qualified to work together with the cantons that are interested in developing a standard solution for electronic voting. The service must be incorporated seamlessly into the existing overall election and voting system. Furthermore, tailor-made extensions will cover any additional needs of the individual cantons. Within Swiss Post, responsibility for this topic was entrusted to E at the end of 2014 and will now be developed.




ActionJam

The Swiss innovation network

The Swiss Post innovation experts discuss key themes in the field of innovation management with their peers from other large Swiss companies via the ActionJam association. At the end of May 2014, more than 40 participants in the region of Berne discussed "innovation spaces". The members visited innovative work premises at the Thun Mobiliar Forum and in Berne (Swisscom Braingym and interaction zones at Swiss Post).

With keynote presentations, panel discussions and group work, specialists from 14 member companies and guests from another eight major corporations met at the beginning of November

2014 in the new head office of SBB to take a closer look at the theme of "innovative communication".

At the joint events, the ActionJam members also discussed potential joint activities such as monitoring and examining start-ups (see also page 10) . As a founder member of the association, Swiss Post is represented on ActionJam's four-member board through the Head of E.



vivates

The Swiss Post e-health data hub

Confidential data are in safe hands with Swiss Post: The company has 160 years' experience in handling confidential documents sent by post. Thanks to this specific know-how unique in Switzerland in the field of data protection and exchange, Swiss Post was predestined to provide e-health solutions from the very outset. It has worked for many years **pioneering secure communication technologies for the modern healthcare service.** Within the eHealth programme, which belongs to E, it has developed vivates - the Swiss Post eHealth data hub. The modular platform provides a digital network for all the healthcare professionals treating a patient and a secure means of exchanging patient data.

The five vivates modules "Patient record", "Referral", "Medication", "Treatment plan" and "Report transfer" work like platforms: they receive clearly defined information, encrypt it and securely transport it along the treatment path to the required providers. The attending physicians, consultants and

carers enjoy exclusive access to specific data whenever this is required. vivates offers all involved a range of ingenious eHealth solutions: ensuring that healthcare professionals are connected by the right "hub", i.e. the perfect module, at all times.

All vivates modules can be combined with each other without restriction; customer requirements determine the relevant composition and thus the end product. The fact that all vivates modules are secure, efficient and cost-saving is also a decisive factor. They contribute to enhancing the quality of healthcare services in Switzerland. vivates is the only solution in Switzerland which satisfies all the recommendations of eHealth Switzerland.



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