RAIFFEISEN SWITZERLAND

Focusing on the company's core business by centralising and outsourcing paper-based payment transactions

Challenge	Solution	Benefit
> 20m Paper receipts a year	Payment Factory – the established IT solution from SPS	Factory approach – Experience and economies of scale

Raiffeisen decided to centralise paper-based payment transactions for Raiffeisen banks. The company decided to opt for a specialist service provider to optimise the processing of the large payment volume, in the hope that the bank would no longer need to deal with technology-related matters and system updates relating to the processing of payment transactions. In turn, this would enable its specialist staff to focus on handling the bank's core business

Enormous payment volume

Paper-based payment transactions at Raiffeisen banks create around 20 million paper receipts a year, generating an enormous payment volume. Processing these payment transactions is a laborious process that uses lots of resources. Raiffeisen wanted to avoid building up cost-intensive internal expertise in processing payment transactions and undertaking additional system adjustments to optimise the previous process. In addition, the company wanted to switch to standard processes at an early stage, while eliminating monthly peak processing also meant that internal employees from other departments did not need to take on extra work

Comprehensive concept with state-of-the-art technology

SPS handles the scanning process for Raiffeisen, along with the post-processing of paper-based payment transactions:

– Scanning and post-processing all Raiffeisen's individual paper-based orders, then checking the order data and receipt images for plausibility and handing them over to Raiffeisen via a file interface
– Fully recording electronic credit notes and transferring fully recorded pay-in slips to the bank via a file interface.

SPS

The Power of Possibility

> SPS has been our partner for payment transaction document entry since 2010 and we know each other very well due to this long-term collaboration. We know its contact persons and collaboration processes, so SPS was the obvious choice of partner when it came to transferring the rest of the activities involved in payment recording. Our collaboration with SPS for subsequent EGAB entry is also running smoothly and we would make the same decision again today.
>
> – Adrian Töngi, Head of Banking Operations and Quality Assurance, Raiffeisen Switzerland

SPS solely carries out its services in Switzerland, using high-performance infrastructure that functions on a mass scale, along with the associated processes. These are maintained and, if necessary replaced, at SPS's expense. If required, they are adapted in line with technical developments, provided this is a sensible course of action for the services to be performed. A tried-and-trusted security system for Raiffeisen payment transaction processing is in place to guarantee continuity and to restore operations in an emergency.

Creation of a Payment Factory at SPS

Documents are processed at the SPS Payment Factory, which went into production in 2018. It now serves 17 Swiss banks and processesaround 70 million payment documents per year, which represents about 70% of the overall volume of paper-based payment transactions in Switzerland. SPS uses its own scanning platform for scanning and post-processing and its 'dips' IT solution is at the heart of the Payment Factory. Scanning takes place at the Glattbrugg site, then all the payment documents are post-processed manually at the Kriens and Glattbrugg sites. The entire process is monitored and coordinated by the central SPS Bank Service Management team. This team is the single point of contact for the bank during its day-to-day work.

The key advantages of the SPS Payment Factory

The SPS Payment Factory offers our customers all kinds of advantages: they have a lower, variable price and a low level of risk as the solution is established and interfaces with all the common core banking solutions in Switzerland.

Shared IT
Use of a single, multi-client-capable, highly automated and standardised IT solution for all banks and high straight-through processing rate

Shared people and shared location
The same employees and the same processing sites for all banks with a high level of flexibility. One individual at a site works for several banks

Shared processes
Standardised processing with standardised SLAs and policies for all banks

High level of security
The ISAE control framework is the single auditing standard for all banks

Easy integration of new banks
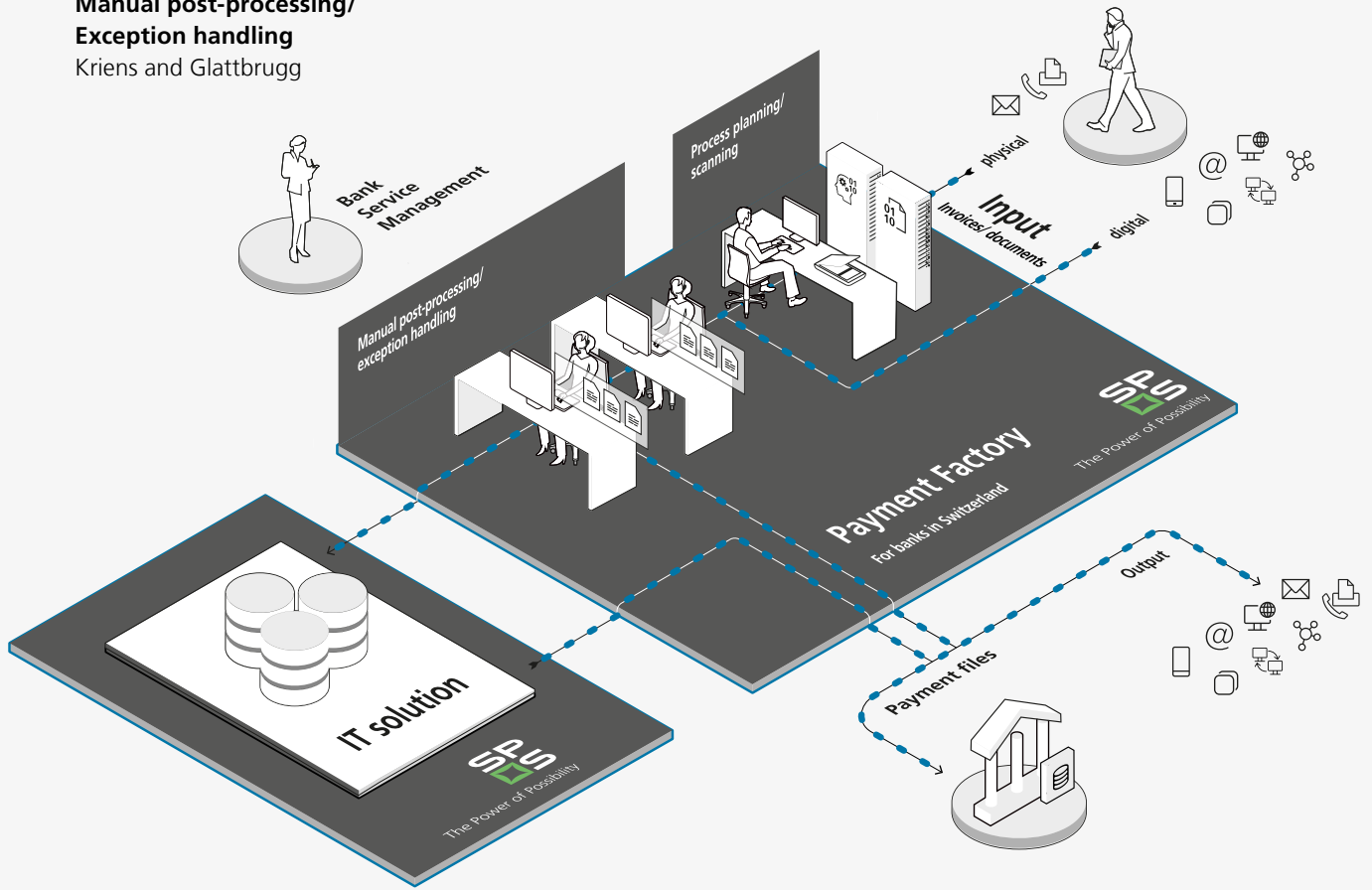With a standard process during the implementation project

Experience and efficiency
A wealth of experience and efficient processes thanks to the factory approach

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The Power of Possibility

Process planning/scanning
Glattbrugg

**Manual post-processing/
Exception handling**
Kriens and Glattbrugg

Bank Service Management

Manual post-processing/ exception handling

Process planning/ scanning

physical

Input
Invoices/ documents

digital

Payment Factory
For banks in Switzerland

The Power of Possibility

IT solution

The Power of Possibility

Output

Payment files

About Raiffeisen Switzerland

RAIFFEISEN

Raiffeisen is Switzerland's third largest banking group and the leader in the retail banking segment. Across Switzerland, 3.8 million people rely on Raiffeisen's advisory expertise, their fair business policies and their products that meet genuine needs. The Raiffeisen Group has 861 offices across Switzerland, encompassing 229 Raiffeisen banks organised as a cooperative.

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