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Swiss Post is digitizing Suva's incoming mail

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Since May 2010, Swiss Post Solutions – a subsidiary of Swiss Post – has been working on a large digitization project for the Swiss accident insurance company Suva. The work involves scanning the correspondence received by the Suva agencies – around 12,000 documents each day, classifying them by document type and allocating them to e-dossiers. Digitization is one of the core competencies of Swiss Post Solutions and increases the service quality and efficiency of the insurance company's case management processes.

With its digital document management services, Swiss Post supports its customers in integrating physical correspondence into electronic business processes and information flows. Media discontinuities and associated error sources can thus be avoided, while productivity and the quality of data management can be enhanced. The digitization of incoming mail offers Suva additional advantages. The branches receive a wide variety of documents and enquiries on a daily basis, which have to be classified quickly. As the largest provider of compulsory accident insurance, Suva is also subject to the requirements of the federal GEVER (electronic business management) programme, which requires digitization and electronic archiving of business-related documents by the end of 2011.

Consolidated e-dossiers thanks to recognition software

Swiss Post collects the incoming mail for the Suva agencies throughout Switzerland, sorts personally addressed items and scans the remaining correspondence. This amounts to around 12,000 documents each day from the 19 branches. Letters that cannot be scanned are delivered as usual, and the digitized mail is delivered electronically. The digitization process will be rolled out gradually at all agencies by mid-2011. The plan is also to subsequently implement the procedure at the Suva head office and at the two rehabilitation clinics in Bellikon and Sion. Digitization of correspondence includes automatically breaking down the scanned items by document type, assigning them to the responsible processing team and allocating the documents to the correct e-dossier via the Suva mailbox solution.

Optimizing service quality

The e-dossiers increase the ability of Suva advisors to provide advice about claims, customer dossiers, and the variety of prevention and rehabilitation services and healthcare programmes as part of accident insurance. The data are available digitally and are therefore location-independent. They provide employees at the agencies with comprehensive search and filter options. As all of the Suva correspondence is highly confidential, digitization and subsequent destruction of incoming mail is subject to stringent confidentiality requirements. It is processed in an access-controlled room dedicated exclusively to Suva at the Kriens mail service centre.

Integrated document management – for healthcare as well

Swiss Post's subsidiary Swiss Post Solutions provides customer-friendly, innovative services in the field of digital document management in Switzerland and abroad. In the Swiss healthcare system, Swiss Post is an innovation leader and together with other providers plays an active role in the eHealth interest group. With its solutions, it supports document management for organizations in the healthcare sector and has established itself as one of the largest producers of the new national insurance card. In preliminary projects relating to the rollout of the digital patient dossier it is conducting tests in 2010 of the electronic networking of physicians, hospitals, pharmacies and other care organizations for the Canton Geneva. Moreover, Swiss Post issues the standard digital identity and signature in Switzerland – the SuisseID from Swiss Post. The SuisseID from Swiss Post is an electronic ID on the Internet that enables personalised use of Internet services and lays the foundation for establishing and expanding eHealth solutions.

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