

Press release**FP Efficiency Report: Companies are wasting enormous potential for efficiency savings in their use of analogue and digital communication**

Berlin, 24 February 2017. Whether analogue, hybrid or digital, company communication nowadays takes place through many different channels. Action is needed in the majority of companies, because potential for efficiency savings is being wasted in day-to-day office processes. Capacity for optimisation is available not only in the handling of traditional incoming and outgoing mail, but also in the structuring of communications and documentation processes. This is proven by the recent study conducted by Francotyp-Postalia Holding AG, the expert in secure and efficient communication.

For important business correspondence, the traditional letter is still number one

Despite the advances of e-mail, messenger services and similar, and contrary to popular opinion, the letter is far from being an endangered species. For most German companies, the traditional letter is still their first choice: 81 percent use postal letters frequently or very frequently when it comes to sending important and confidential business correspondence, far ahead of e-mail at 57 percent and fax at 23 percent. This is the surprising result of the FP Efficiency Report, which Francotyp-Postalia Holding AG published today. For the study, Bitkom Research surveyed more than 300 SMEs and large companies in Germany about their communication practices, mail handling processes, and document management.

“The study shows that the letter is alive and well! Worldwide, over 300 billion letters are still sent annually. Letters will still be around, even in ten years, although of course digitalisation is progressing. And the requirements for correct handling are increasing enormously,” says the Chairman of the Management Board at Francotyp-Postalia, Rüdiger Andreas Günther.

Intelligently applied digitalisation of incoming and outgoing mail saves time and money

The diversity of communication types presents companies with great challenges, and the study reveals potential for optimisation: 68 percent indicate that their processing of incoming mail is capable of improvement and 46 percent recognise the need for optimisation in the handling of outgoing mail. 71 percent of companies still require between two and eight hours daily for the processing of incoming and outgoing mail. Companies can save time and money here.

Time can also be saved on the scanning of incoming mail. Of the 47 percent of companies that digitalise their incoming mail, almost one company in three indicated that there is potential for optimisation in the scanning process. By contrast, 53 percent still entirely dispense with scanning their incoming business letters, despite the fact that the work processes now virtually all take place via computers. Media discontinuities and thus efficiency losses are therefore pre-programmed.

According to the survey, 66 percent of companies are also aware of potential for improvement when it comes to archiving. 37 percent archive exclusively in paper format, 14 percent only digitally, and 49 percent enjoy the luxury of a double archiving structure – the latter involves legal risks, however. Comparisons between the two variants show that the companies with digital archiving achieve significant time savings through electronic storage. In almost two thirds of the companies, the time savings are up to 40 percent. This represents the potential in those companies that do not archive digitally.

Need for optimisation in the selection of communication channel

The FP Efficiency Report indicates that German companies have a need for optimisation in the selection of communication channels, in mail handling processes, and in document management. The study exposes where the potential for more efficient structuring of communication processes can be found. The Chairman of the Management Board at FP, Mr Günther, says, “The potential in document handling is far from



exhausted. This is where our decades of experience come in, along with our corresponding portfolio of products and solutions. As experts in secure and efficient communication, we allow our customers to structure their work processes to be significantly more productive without getting into legal grey zones.”

The comprehensive FP Efficiency Report, with all the results of the survey, can be accessed free of charge on the website of Francotyp-Postalia at <https://www.fp-francotyp.com/efficiency-report>

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About Francotyp-Postalia Holding AG

The FP Group, which has its headquarters in Berlin, provides businesses and authorities with innovative solutions for secure communications. In addition to systems for franking and inserting mail, the company's range currently comprises services such as the collection of business mail and software solutions. Thanks to its 90-year history, the FP Group boasts a unique combination of organically grown mail processing expertise and digital know-how. The company has branches in many developed countries and has a global market share of more than 10% in the area of franking machines. In the 2015 fiscal year, the FP Group generated a turnover of EUR 191.1 million. It aspires to double revenues to around EUR 400 million by 2023. As part of the ACT strategy, the company will be on the attack in the core business, offer additional products and services to its customers, and promote the process of digital transformation.