

## ABOUT VICTOR BUCK SERVICES

Victor Buck Services launched in 2000 as a financial document management and distribution service provider, with PSF status in Luxembourg.

We are an international firm offering full-scope services in information and data extraction, management, storage, protection and distribution essential to business activities.

We have solidified our reputation as an outsourcing expert in the financial,

insurance and healthcare sectors. Many entities worldwide benefit from our expertise in customer communication, content and document outsourcing services.

Victor Buck Services is a subsidiary of Post Group Luxembourg, the country's top employer, with 4600+ employees and a turnover of €864 million in 2020.

## FREE UP MORE TIME

We take the pain out of your print and mail management



Contact us  
for more  
information

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## ARE YOUR PRINT AND MAIL ROOMS A KEY BUSINESS ASSET?

**Do your teams waste time printing and mailing documents to customers?**

**Is your print and mail management both cost and time efficient?**

**Are your in-house facilities current, and fully-utilized?**

Your company's print and mail management should be a strategic asset that boosts your performance and reputation.

Outsourcing makes increasing sense, reducing the need for significant capital outlays and freeing up staff for more important core priorities.

Trust a specialist and outsource to a one-stop-shop partner for your omni-channel client communications.

## HOW OUTSOURCING CAN HELP YOUR BUSINESS

- ✓ Reduces manual administrative tasks by up to 80%
- ✓ Replaces capital expenditure on expensive materials and high maintenance labor costs with predictable operational costs
- ✓ Reduces logistics expenses as Victor Buck Services production zone is adjacent to POST's mail center
- ✓ Translates into faster services and faster deliveries
- ✓ Improves service quality thanks to state-of-the-art equipment and expert advice
- ✓ Reduces the risk of data leaks inherent to manual tasks thanks to automation

## WE TAKE THE HEADACHE OUT OF YOUR PRINT AND MAIL MANAGEMENT CHALLENGES

For more than 20 years, printing and mailing has been the core business of Victor Buck Services and we can propose a multitude of options to handle your communications quickly, efficiently and securely.

We offer an end-to-end communication solution to enhance customer experience. Our client service is world-class and available 24/7, even during a pandemic.



### THEY TRUST US

« AXA Luxembourg has had an excellent relationship with Victor Buck Services for almost 10 years. VBS allows us to produce and send documents to various clients of AXA Luxembourg and AXA Wealth Europe. On a daily basis, I particularly appreciate their availability, efficiency and involvement. They provide us with valuable advice so that our clients always receive quality documents. »

**Frédéric GERARD,**  
IT Core Systems Package Manager,  
AXA Assurances Luxembourg

« A relationship of trust has been established between AXA Luxembourg and VBS over several years thanks to a flawless partnership and great empathy from our contacts at VBS. »

**Marie-France STAEBLER,**  
Manager des Services Généraux,  
AXA Assurances Luxembourg

## A COMPREHENSIVE SERVICE

### FAST SERVICE

Fast delivery to the processing line of POST's mail center via a secure airlock.

### CONFIDENTIALITY

Be sure your data will be treated with strict confidentiality, as VBS is regulated by the Financial Sector Supervisory Commission (CSSF) and subject to banking secrecy.

### GLOBAL REACH

We collaborate with distribution partners in the UK, Singapore, Hong Kong and Australia.

### HIGH QUALITY SERVICE

Our printers and machines are regularly updated to the latest technical standards to ensure the best quality.

### SECURED INFORMATION

Our data is stored in secure data centers located in Luxembourg (EBRC), providing the highest guaranteed uptime (no more than 26 minutes per year of downtime).

### RELIABILITY

Our state-of-the-art equipment and automated processes limit the need for human intervention, reducing errors and ensuring traceability.

### SHAPING A SUSTAINABLE FUTURE

We value a sustainable paper use (we are FSC® certified). We commit to eliminate single-use plastic items and we manage our waste sustainably.

