

# Complete Customer Care

## Mission-Focused Customer Service

For most federal government agencies, providing quality public service while keeping up with the demand for improved efficiencies, lower costs and the leveraging of new technologies can be challenging. To lighten your load, we offer complete customer care that supports your agency's mission. Customer care services from Xerox ensure that your constituents' needs are met in ways that are convenient for them.



From walk-in offices to simple websites and timely text messages, our care solutions support constituent choice. With a broad base of expertise and a flexible, responsive approach, we help governments deliver professional, sensitive, comprehensive customer service to citizens.

### The Benefits We Provide

Selecting a private provider to deliver customer care on your agency's behalf can feel risky. After all, customer service representatives are the public face of the government, dealing directly with constituents.

Choosing a trusted, proven provider, however, can actually reduce your risk, by setting agreed-upon standards for performance. Other benefits include:

- **Maximizing your professional staff** – Use our staff to handle phone inquiries, and your caseworkers or other staff can spend more time focusing on tasks that require their expertise.
- **Cost savings through efficiencies** – Take the risk out of initial staffing and technology decisions. With a continuous improvement philosophy, our contact centers constantly integrate best practices that reduce overall costs.
- **Enhanced service design for higher customer satisfaction** – We'll help you design a service approach that incorporates both technology and process enhancements. For example, outbound messaging keeps customers informed of appointments, events and deadlines. And a well designed Interactive Voice Response (IVR) approach can significantly improve the customer experience.

Maximizing these benefits requires expertise built over time providing customer care on behalf of government clients like you.

### Our Range of Solutions

Our customer service and contact center operations range from full-scale, multi-client commercial contact centers to program-specific service components for federal, state, county and municipal contracts. While our operations vary according to specific clients needs, they all share the same goals: efficiency, cost-effectiveness, quality control and excellent customer service.

With extensive first-hand experience in contact center implementation and operation, we're ready for anything. During a recent human services contact center implementation, call volume quickly outpaced predictions. Our operation handled 300,000 calls in the first 20 days – without compromising service quality.

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## Our Federal Experience

- More than 1,000 CSRs supporting federal programs
- More than 20 million calls handled annually
- More than 25 federal agency clients, including:
  - Department of Education
  - Department of Labor
  - Department of Treasury
  - Social Security Administration

## Customer Care

- Customer care for federal student loan programs
- Workers' Compensation claims
- Healthcare claims administration
- Human resources administration
- Post-disaster assistance
- Electronic payment card program support
- Transit fare card customer service
- Human services program customer care
- Collections
- Unclaimed property

## Technical Help Desk

- Single Point of Contact (SPOC) for end users
- Complete tool set – ticket tracking, knowledge management, Web portal
- User self-service
- Multiple levels of end-user support
- Trend analysis and reporting

## Xerox Prime Contract Vehicles

- CIO-SP3** – Government-Wide Acquisition Contract
- GSA 36 (GS-03F-0015V)** – Imaging and Mailroom Services
- GSA 70 (GS-35F-0278W)** – IT Professional Services
- GSA 70 (GS-35F-0325V)** – IT Professional Services
- GSA MOBIS (GS-02F-0167N)** – Course Development & Test Admin
- CMS CCO** – Call Center Operations
- CMS MIC Review of Provider** – Medicaid Integrity Data Analysis

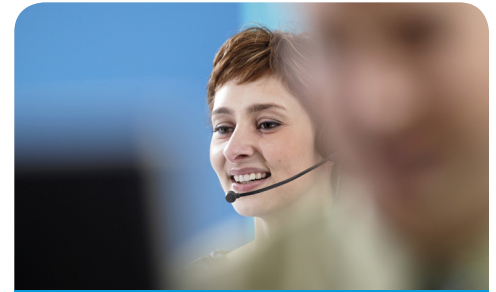
We are also a subcontractor on several department and agency specific contract vehicles covering Civilian, Defense, and Homeland Security. Numerous QMS, security and industry-recognized certifications and compliance to include: FISMA, FISCAM, SSAE16, CMMI Level 3, ISO 20,000, Lean Six Sigma, ITIL v3, and PCI.

- Customer satisfaction survey
- ITIL-certified personnel
- Member of the Help Desk Institute, implementing industry and certification standards including ISO 9000, SEI/CMM and SCP
- Also compliant in ISO 9001 and practice-compliant methodologies in delivering solutions to clients.

## Our Customizable Services

Our modular services are customized to your program or department. Depending on your needs, we can include:

- **A fully staffed contact center** – With over 20 years of experience serving government, we've developed proven procedures to ensure all CSRs are trained to provide accurate information and confidential service. We handle inquiries, problem resolution, appointment scheduling, technical help desk services, collections and many other types of calls.
- **Self-Service Interactive Voice Response (IVR) and Web portal technology** – A well-designed IVR can handle up to 90 percent of routine calls, such as payment-related inquiries. Our technology can save you countless dollars in staff costs.
- **Customer satisfaction surveys** – We integrate automated customer surveys into our contact center operations, with high response rates.
- **Multi-Channel support** – We communicate with customers in the media they prefer: telephone, email, web chat, mail response, automated self-help and social media.



## Our Qualifications

- Best available technology combined with operational excellence
- 67 customer contact centers for government clients
- 4,000 customer service representatives (CSRs) dedicated to government services
- Management of IT help desk operations for 130 commercial clients
- Award-winning operations
- Proven business continuity and disaster recovery solutions
- Quality assurance programs and tools
- Measureable savings through efficiency improvements
- FISMA certified facilities

- **Comprehensive reporting and monitoring** – Contracting for a contact center operation doesn't have to mean sacrificing visibility. We offer you silent monitoring, ad hoc reporting, quantitative and qualitative data, and electronic report delivery.

## About Xerox

Xerox is the world's leading enterprise for business process and document management. Xerox technology, expertise and services enable workplaces – from small businesses to global enterprises – to simplify the way work gets done so they operate more effectively.

You can learn more about us at [www.xerox.com/federalesolutions](http://www.xerox.com/federalesolutions).

