

Document Transaction
Processing Services
Xerox Global Services



Document Transaction
Processing Services
Driving growth through
optimized business processes



Streamline your business processes to drive growth...reduce costs...and give you a sustainable competitive advantage

Signing on new customers, handling daily transactions and onboarding new employees, travel and expenses all share one thing in common—a document process that can get bogged down in paper. It's not just a clerical nuisance. It's a drain on your people's time and your organization's resources, and it can negatively impact cash flow and the satisfaction of employees and customers alike.



Transform your information to drive growth.

When you outsource your document-driven business processes to us, we streamline, digitize and automate them to take the paper out of the process and make the information more useful. We convert it into knowledge that you can use to:

- Optimize new sales account openings to accelerate cash flow
- Enhance the customer experience at critical touch points to retain and grow relationships
- Reduce transaction costs and increase accuracy and efficiency in accounts payable activities
- Simplify, standardize and centralize employee on-boarding
- Ensure environmental responsibility for you and your customers

Build a faster new customer on-ramp.

The rewards of signing a new customer should not be delayed gratification. But in many organizations, a new account can take weeks to be fully activated. That's a missed revenue opportunity that can turn into a lost customer.

Our approach is to assess your entire application and customer servicing process so that information capture is optimized from the very start and leveraged throughout the lifecycle of the account.

We remove the barriers and redundancies so that we can reduce your time spent on creating and managing customer accounts by up to 40%.

Increase loyalty and lifetime value with a customer knowledge base that can be used to communicate and market more effectively, service more efficiently and reduce account management and servicing costs by up to 30%.

Increase the accuracy and efficiency of accounts payable document processing.

The process of matching invoices and purchase orders, travel and expense vouchers to budget centers is often painful, manual and paper-driven. Errors can be costly, delays are a source of frustration and disputes are difficult to resolve.

Outsourcing to Xerox is a fast way to remove the pain, reduce the costs and minimize errors and frustration. We standardize the process, digitize the documents and integrate the routing and approval cycles to take advantage of supplier discounts. The result is a more effective, accurate and efficient process with fewer people required to do the work.

More productive employee on-boarding and communications.

In the Human Resources department, finding qualified people is only half the battle. Navigating the maze of paperwork, forms and disclosures is just as daunting—especially with increasing requirements for regulatory compliance and shrinking support staff.

When you outsource your HR document processes to us, we provide a simplified document process and a centralized, single view of all employee human resource information. You spend less time and less money managing HR information, respond more quickly to employee requests for information and need fewer people to do it.

Measurable Results

Reduced 20 – 30% total cost of application processing and improved customer retention.

Bouygues Telecom outsourced processing customer account information to Xerox, resulting in faster, more effective customer service and reduced loss in unpaid bills.

Improved accounts payable process, increased productivity and cut costs.

ABB Manufacturing outsourced their centralized offsite/offshore scanning and indexing of accounts payable documentation and operations to us, resulting in standardized processing which reduced FTE headcount and operating costs.

Reduced cycle time and overall processing costs, created stronger relationship management solutions.

Convergys partnered with Xerox to reengineer a document workflow around HR forms and processes that simplified ordering, completion and fulfillment and improved cycle time while reducing storage, retrieval and process integration costs.

Turn document processing into a competitive advantage

With Xerox as your outsourcing partner, you'll be able to service your customers and employees more promptly and efficiently, enhance your reputation, reduce costs and respond to emerging opportunities more effectively.



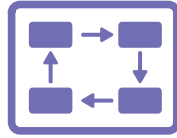
Capture

- Hard Copy
- Electronic



Transform

- Automated Classification
- Separation of Multipage Documents
- Data Conversion, Extraction, Coding and Verification
- OCR, IMR, OMR



Transaction Processing

- In and Outbound Documents
- Customer Account Set Up
- Leverage Customer Information for Servicing
- Accounts Payable
- Employee On-boarding and Communications



Store

- Imaging and Data
- Hosted EDMS Repository
- Web Enabled Retrieval
- Archiving
- Reporting



Deliver

- Hard Copy
- Electronic

We apply our expertise in optimizing business processes, customer communications and document management with best-in-class technologies and methodologies to significantly improve key business process efficiency and the multi-channel communications they produce.

The facts to back it up.

- More than 15,000 professionals work in our services group, with 90% of them dedicated to front-line delivery.
- We have more than 30 Service Delivery Centers around the globe, with local "spoke" operations extending to customer facilities.
- We offer consistent global Service Level Agreements across a fully integrated onshore and offshore delivery capability.
- All of our primary locations are compliant with ISO9001, ISO27001 and SAS70 standards.
- We process more than 15 million business-critical images every week and our translation services support more than 50 languages.
- We use Lean Six Sigma-based methodologies to reduce costs, process variability and waste.
- Year in and year out, we commit a significant percentage of revenue to research and development on your behalf.

Service Delivery Locations



About Xerox Global Services. Xerox Global Services is a world leader in document outsourcing services with industry expertise that helps you reduce costs, achieve operational excellence and grow revenue. Our unique combination of experience, technology and delivery capabilities enable integration, transformation and continuous innovation of your office environment, centralized print production, and communication and business processes. We deliver excellence in every corner of the world—locally, nationally, globally.

To learn more about how Xerox Global Services can help you, contact your Xerox Representative or visit us at www.xerox.com/globalservices.

