The changing landscape and budgetary reductions have an increasing operational drain on any federal agency. Federal agencies’ needs can change in an instant. Our flexible transaction processing solutions are built to respond immediately and seamlessly to those changes. The result: your agency never misses a beat and focuses on the core objectives of the agency rather than process and potential operational bottlenecks.

**Highlights of Our Transaction Processing In Action**

- Accounts Payable Processing: Shortened billing cycle 70 percent and reduced information turnaround 90 percent
- Business Process Re-engineering: Streamlined customs clearance process, resulting in $14 million annual savings
- Credit Application Handling: Improved fraud detection and reduced workforce by 80 percent
- Finance and Accounting: Reduced manual check processing from three weeks to 48 hours
- HR Self-Service: Reduced paper forms for one client by 90 percent
- Insurance Claims Management: Improved data accuracy to 99.5 percent
- IT: Saved client 60 percent on software costs, resulting in $7 million annual savings
- Invoice Transactions: Improved cycle time from three weeks to 15 hours; reduced invoice processing costs by 76 percent.

**Health Care**

Federal agencies have an increased demand to increase the quality of administrative functions while recovering and minimizing program costs. We have proven industry expertise to increase data quality, accelerate turn-around time, and reduce transactional processing costs. Xerox solutions and services touch nearly 2/3 of the U.S. insured population and we support 19 of the top 20 healthcare companies. Our expertise includes areas such as:

- Claims processing – such as medical, pharmacy, FSA/HAS/MSA, Worker’s Compensation, Disability and more.
- Membership and billing
- Provider maintenance
- Eligibility and enrollment

With our domain knowledge, business rules engines and world-class operating model, and federal agencies can rest assured of achieving tangible program results. In claims processing alone, Xerox processes 900 million claims annually.

**Finance and Accounting**

Cost reduction is critical to any government agency – Xerox’s Finance and Accounting business processes solutions allow federal agencies to achieve this critical objective through process efficiencies, continuous improvement,
Health and Human Services

We have revolutionized programs such as Woman, Infants and Children Programs (WIC) through Electronic Benefits Transfer programs allowing constituents to have access to:

- Online, real-time access to WIC information
- Automated distribution of benefits
- Wider access to benefits
- While government agencies recognize:
  - Reduction in cost and operational processing time
  - Reduction in errors and timely settlement
  - Elimination of inefficiencies and cost-intensive printing and distribution functions

Data and Document Management

Every step of the way, from front-end, image capture, data capture, post processing and storage, we use tools and technology through proprietary and partner technologies that assure your transactional processes are seamless, flexible, real-time and secure.

- WebDE - includes robust and flexible data capture solutions through a web-based architecture assuring data integrity, easy configuration, OnePass repair, and quality management.
- Master Control Program (MCP) - the backbone that controls the flow of your valuable information, feeds our quality process and enables real-time reporting
- Automated Transaction Processing (ATM) which performs logical decision-making processes and actions
- Storage, retrieval and destruction solutions for paper and digital images
- Intelligent Queue processing – analyzing and resolving questionable source data

Human Resources

Whether managing defined contribution and benefit accounts, health and welfare programs, or FMLA leave programs, we have the strategy, industry best practices and customized solutions to assure government agencies are able to provide the highest level of constituent care while maintaining cost and critical talent. Areas of expertise include:

- Employee Service Center
- Workforce Administration
- Employee Data Management
- Payroll
- Garnishment
- Global Mobility
- Compensation
- Talent Management
- Relocation
- Expat Administration
- HR Analytics
- HR Transformation
- Health and Welfare
- Defined Benefit
- Defined Contribution
- Customized Benefits Calculator
- Event/Transaction Processing
- Regulatory/Plan Compliance Programs

Electronic Payment Card Services

Without compromising services, and reducing operational costs, government agencies are turning to Electronic Payment Card services to administer distributions of funds and benefits to constituents. We are the leading provider of electronic payment card services for Unemployment Insurance and Worker’s Compensation programs. As a trusted government partner for more than 20 payment card programs for states and the federal government, you can rely on us to provide you with an easy-to-use electronic solution that reduces operational costs while enhancing security and constituent services. We are serving more than 4 million cardholders with a proven, web-based electronic payment card solution in agencies such as Social Security Administration, Department of Veterans Affairs, and other constituent service organizations.

Electronic Payment Card Services

With an impressive list of satisfied clients fueled by consistent quality performance over time, we deliver the expertise to accelerate your agencies success. Xerox Finance and Accounting professionals are currently:

- Managing $35 billion in fixed assets annually
- Processing $421 billion in global payables each year
- Performing 180,000 account reconciliations annually
- Processing payroll for over 500,000 customer employees in 12 countries

Let us help your agency substantially reduce cost, improve service levels, and direct valuable resources to initiatives that generate growth.

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, SAE16, CMMI Level 3, ISO 20,000, Lean Six Sigma, ITIL v3, and PCI.

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 work get done so they operate more effectively.

You can learn more about us at www.xerox.com/federalsolutions.

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