At Xerox, we provide the world’s leading brands with a vast array of services that eases the back office burden for the most complex of operations.

With the expertise of our 140,000 people, global brand strength and innovative technology, we bring our customers data and services that result in better and faster decision making for improved efficiency and performance.

We invest time, money and resources, becoming trusted experts with deep industry knowledge. Industries we serve include:

- Education
- Financial Services
- Government
- Graphic Communications
- Healthcare
- Industrials
- Manufacturing
- Pharmaceutical
- Retail
- Small & Medium Business
- Technology
- Telecommunications
- Transportation
- Travel and Hospitality

A majority of the customer interactions we handle have complex processes. Our objective is not only to enable solutions, but provide comprehensive work practices and efficiencies creating a competitive advantage that benefits our clients. We do this by simplifying processes through Robotic Process Automation which is being integrated into everything that we do.

**What is Robotic Process Automation?**

It is the virtual workforce of the immediate future. It’s called Robotic Process Automation (RPA), which uses software to perform rules-based, repeatable processes usually done by people and it is transforming business as we know it today.

**Imagine if work could work better**

This virtual workforce is fast, accurate, cost-effective and is available around the clock, never gets sick, doesn’t make mistakes, and doesn’t need vacation and in some cases continually learns and improves. These “workers” handle your company’s, routine, repetitive tasks, freeing up your staff for high value activities. Better yet, this new workforce is highly cost-effective, giving you much higher productivity at lower costs than even offshore-based workers.

RPA offers far more than cost savings. Savvy executives and company leaders are embracing automation to revolutionize their businesses. At Xerox, RPA is built into everything that we do so that our customers achieve greater operational agility, faster time to market, and improved quality.

**Why Robotic Process Automation?**

- Highly cost efficient
- Scale beyond headcount
- Improved customer experience
- Reduce security risk with limited human access to sensitive data
- Rapid results
- Round-the-clock availability
- Complete traceability
- Faster processing
- Greater accuracy and improved quality
- Higher levels of regulatory compliance
- Improved management information
- Better use of staff for higher value work

Take advantage of the robotic automation opportunity.
Whether it’s opening and closing accounts, updating patient records, billing, or some other repetitive, rules-based task, chances are good that automation can mimic or replace the current human effort required to complete the process. Software robots automate common sets of activities while management software orchestrates the workflow of the robots. It’s a simple concept with a transformative payoff. Now you can rethink your operating model and clear the way for innovation.

RPA is applied to the services we provide today. Our holistic, strategic approach to applying automation to processes starts with proven Xerox technology. We incorporate RPA into the services that we provide to optimize operations. This enables business processes to flow in a reliable, repeatable and efficient way, allows management to focus on advancing the organization’s strategic agenda.

Xerox® Automation Suite includes:

Xerox® Case Management (XCM)
XCM is designed to provide the business process management (BPM) function which orchestrates all of the software robots. Its powerful business process workflow provides monitoring, reporting and real-time control all with a streamlined user-interface. XCM has the scalability to manage multiple processes.

Learn about the Xerox difference.
• Experience. We’re already a leader in process automation, with hundreds of successful implementations.
• Technology. Our Xerox® Automation Suite lets you benefit from our decades of research, investment and development experience.
• Service Driven. We can design and deploy the right process automation for your organization, reducing your risk and speeding your time to value.
• Strategic approach. We drive efficiency through transformation not transactions. We use automation as a strategic lever with a service approach to help you drive shareholder value.
• Stability. For 80 years, we’ve improved the way people work. Scale. Our broad geographical coverage and operational depth let us scale easily to meet your requirements.

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