

Transaction Processing

Your business needs can change in an instant. So our flexible transaction processing solutions are built to respond immediately and seamlessly to those changes. The result: your business never misses a beat.

Front End	Image and Data Capture	Post Processing	Payment Services	Document and Transaction Content Management
<ul style="list-style-type: none"> • Mailroom • Electronic portal • EDI clearinghouse • Paper/image import • Prep/sort/repair • Fax server solutions • Image enhancement • White mail processing 	<ul style="list-style-type: none"> • Day-forward and back-file • Centralized, distributed, and onsite scanning • Optical Character Recognition (OCR) • Automated Document Recognition (ADR) • Web-enabled data capture • Film, fiche, and digital media conversion 	<ul style="list-style-type: none"> • Automated (rules-based) Transaction Processing (ATP) • Intelligent queue • Exception & issue processing • Data validation 	<ul style="list-style-type: none"> • Cash management • Check processing • Credit/debit card processing • Clearinghouse services • Electronic balance transfer • Electronic fund transfer 	<ul style="list-style-type: none"> • Secure upload, storage, retrieval and destruction services for paper documents, and electronic files • Workflow automation and reporting • Disaster resistant and secure content storage and retrieval centers

WebDE

Our WebDE service uses Web-based architecture and a powerful GUI to offer a dynamic, robust and flexible data capture solution. Its benefits include:

- Data integrity – Restricts and tracks data access throughout workflow
- Easy configuration – Project Manger Utility reduces design and implementation
- OnePass repair – Character and field repair, sight verify and interactive validations in one pass
- Quality improvement – QI randomly samples keyed data and feeds them to WebDE for comparison

We incorporate a powerful suite of tools and processes to perform validation and research beyond data capture.

Document and Character Recognition

Provides superior data capture quality by utilizing “intelligent character recognition” technology.

Intelligent Queue Processing (IQ)

IQ works to resolve questionable source data, with:

- Online research of client files
- End-to-end process analysis
- Identification of root cause
- Reject processing

Our sophisticated tools and processes enhance the workflow of transactional services and ensure consistent quality and timeliness. We use proprietary and partner technologies to:

- Accelerate the startup of new clients
- Facilitate change
- Provide cost-effective operations

WEQ: Web Intelligent Queue

We collaborate with you to expedite resolution of questionable source data.

- Same IQ process, but with client interaction
- Web access allows workload balancing
- Avoids reprocessing of entire transaction
- Centralized tracking and reporting

Automated Transaction Processing (ATP)SM

A remote server performs logical decisioning processes and actions. We leverage the ATP process to automate manual processes that meet two basic requirements:

- Repeatable process
- Data accessible in electronic format

We can achieve 10 to 15 times the productivity of the most experienced (human) processor.

Xerox Transactional Content Manager (XTCM)

XTCM is an enterprise content management solution specializing in document and transaction content management.

- Data, document, and workflow consolidation available in a single-source, web-based environment

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
- Customer Help Desk: Improved user satisfaction from 91 percent to 98 percent
- Invoice Transactions: Improved cycle time from three weeks to 15 hours; reduced invoice processing costs by 76 percent

Master Control Program (MCP)

Our Master Control Program (MCP) is the backbone that controls the flow of your valuable information, feeds our quality process and enables real-time reporting.

Production Monitoring	<ul style="list-style-type: none">• What• When• Who• Where
Activity Data	<ul style="list-style-type: none">• Incentive Compensation• Quality• Reporting
Workflow Management	<ul style="list-style-type: none">• Tasks• Queues• Schedules• Turnaround
Inventory Control	<ul style="list-style-type: none">• In = Out• Accountability
Processing Integration	<ul style="list-style-type: none">• Xerox's Core Tools• Client Processes• Security• Scalability

Our Transaction Processing Differentiators

- Advanced, proprietary technology
- Integrated platforms and services offerings
- Transition process expertise and flexible operations and support alternatives (onsite/offsite and onshore/offshore)
- Global and local Workforce Management (WFM) personnel to provide real time staffing & predictive management
- Achievement Based Compensation (ABC)
- Superior quality management
- Transition process and speed of implementation
- Global capabilities
- R&D innovation investments

For more information, visit www.xerox.com/businessservices.

