

At-A-Glance

February 2015

Our vast array of services eases the back office burden for the world's most complex corporations and governments. Through our sourced simplicity approach we help customers tap into hidden intelligence that yields greater business return.

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. Our clients tell us we're responsive to business needs, we're flexible to changing priorities, we're reliable for delivering results and we act with integrity at all times.



Facts About Us

- Over 160 Customer Care Centers globally
- 30 Major Customer Care Centers
- 18 Data Centers
- 15 Major Finance and Accounting Centers
- 26 Major Human Resource Centers
- 52,000 customer care agents globally
- Provides services to over 500 colleges and universities
- Support over 37,000 global retail & restaurant stores

Impacting citizens every day by...

- Providing services to more than 1,700 federal, state, county and local governments, making Xerox one of the largest providers of services to governments across the U.S.
- Enabling travelers to get to their destinations by processing more than 1.6 billion electronic toll transactions every year.
- Handling more than 2.5 million contact center interactions daily at over 160 customer care centers globally in over 30 languages.
- Field crisis management calls for one of the largest Utility providers in North America supported out of three contact centers domestically.
- More than 28,000 servers, approximately one-third managed remotely.
- Managing full IT support for over 37,000 retail stores with continuous innovation and technology upgrades without impact to business operations.
- Disbursing \$34 billion annually to millions of cardholders across more than 45 electronic payment card programs for state and federal clients.
- Processing over 60 percent of the nation's child support payments, more than \$18 billion annually.
- Providing HR benefit and retirement solutions for 14 million employees and retirees.
- Processing \$421 billion of account payables; \$198 billion in receivables.
- Processing 485 million government health program claims annually.
- Supporting hospitals using electronic health records for more than 30 million patients.
- Offering services that touch 2 out of every 3 insured lives in the U.S.





We provide comprehensive BPO and ITO services to global markets across all major industries and government agencies. In turn, our service and market-specific best practices and efficiencies are shared across the company, creating a competitive advantage that benefits our clients.

Our Highlights

- Positioned as a leader in the Gartner Magic Quadrant for Customer Management Contact Center BPO, December 23, 2014.¹
- Rated Leader and Star Performer in Everest Research Group's Contact Center Outsourcing (CCO) Service Provider Landscape with PEAK Matrix™ Assessment, July 2014
- Positioned as a leader in the Gartner Magic Quadrant for Finance and Accounting BPO, May 28, 2014.¹

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Proven Solutions

- Information Technology
- Human Resource Services
- Finance and Accounting Services
- Procurement and Vendor Management Services
- Document and Data Management
- Customer Care and Technical Help Desk
- Social CRM and Analytic Services
- Payment Services
- Cloud Solutions
- Healthcare Program Administration

Clients

Public Sector

- Federal Government Agencies
- State and Local Governments
- State Healthcare Programs, including Medicaid, Pharmacy Benefits Management and Health Insurance Marketplaces
- Human Services Departments
- Public Safety and Justice Departments
- Transportation and Transit Authorities

Commercial Sector

- Communications Providers
- Financial Services
- Healthcare Providers and Payers
- Manufacturers
- Hospitality
- Retail
- Transportation, Travel and Logistics Companies
- High Tech Innovators
- Consumer Packaged Goods
- Insurance
- Pharmaceutical
- Energy and Utilities

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