

Xerox[®] Document Transaction Processing Services

Powerful capabilities that help digitize, automate and accelerate business processes, resulting in lower costs and better access to critical business information.

With Xerox[®] Document Transaction Processing Services you can automate the capture of inbound information, whether delivered on paper, in an email, via fax or at the point of origination, and deliver structured electronic information to business processes and systems.

Transform information to create better business flow.

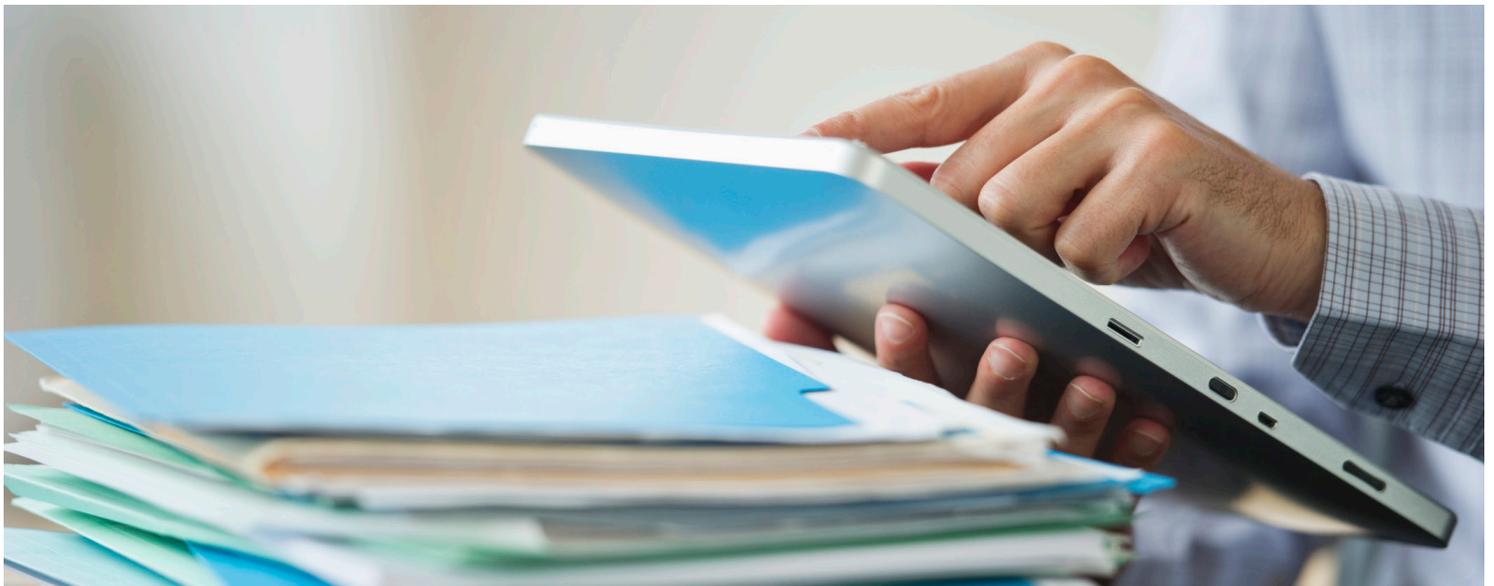
Business today requires organizations to process information faster and faster. In most cases, how you handle incoming data impacts your ability to efficiently conduct business and communicate with customers, suppliers and government agencies.

With Xerox[®] Document Transaction Processing Services, you can identify high-priority tasks and requests, and effectively process the information to meet the demands of downstream processes like customer relations and service, accounts payable and receivable, health records and other line-of-business functions.

Xerox[®] Document Transaction Processing Services enables you to streamline, digitize and automate your business processes and take the paper out of them to make them flow.

Information and data become knowledge that you can use to:

- Improve overall operational efficiency and effectiveness
- Boost productivity by upgrading traditional data processing, capturing and extracting, and routing it when and where it needs to go
- Accelerate downstream information workflows to improve speed, security and accuracy in transactional processes like accounts payable/receivable, customer service and health records
- Improve customer relations with information and data at the point of need
- Integrate with other offerings like workflow solutions, content management and centralized print services



Optimize and accelerate downstream processes.

Improve customer experience with speedier responses.

Customer experience is the new source of competitive advantage. It is built from multiple journeys that occur throughout the relationship with different products and services and communications over multiple channels—it's customer-driven with expectations for immediate, meaningful interactions.

Our approach is to assess your customer-facing and servicing processes so information capture is optimized from the start and leveraged throughout the customer lifecycle.

We remove friction and noise within the processes, reducing your time spent creating and managing customer correspondence.

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

Increase the accuracy and efficiency of accounts payable and receivable processing.

Matching invoices and purchase orders to cost centers is often painful, manual and paper-driven. Errors can be costly. Delays are a source of frustration and disputes are

difficult to resolve. At the same time, manually reconciling incoming payments can hold up receipt of valuable capital.

Xerox® Document Transaction Processing Services is a fast way to remove the pain, reduce costs and minimize errors. We standardize the processes, digitize the documents and integrate the routing and approval cycles to take advantage of supplier discounts and streamlined invoicing. The result: a more effective, accurate, efficient process with fewer people required.

Enhance patient care and experience and improve operational efficiency.

The patient care process is often burdened with the management of paper records at very high costs. When healthcare systems spend less time and less money on operational work, they can focus on providing exceptional quality care to patients.

Xerox streamlines paper-based health records processes and enables a digital health records system that reduces administrative costs and improves productivity. Doctors and other healthcare providers get the ability to access historical medical records securely, wherever and whenever they need to.

Achieve digital transformation goals.

Organizations struggle with the no-man's land of digital transformation. Xerox can help you move to digital. The office is ripe with opportunities to take manual document processes and transition them to efficient digital business processes. Our back file conversion solution provides your organization with incredible new ways to process, store and access information.

Work with a knowledgeable team.

We're knowledgeable in digital documents and workflows, and we recognize that your information and processes are unique to your business. Through qualitative and quantitative assessments, we capture a true analysis of your current state. From there, we can deliver an integrated solution for you. This capability is just one building block within our overall workflow offerings, so we can help you along your digital journey. From initial design, to deployment and rollout, to training and support, Xerox stays with you at every step.

Turn document processing into a competitive advantage.

With Xerox, you'll be able to access the latest urgent and prioritized tasks and customer requests, ensure efficient, higher quality data for downstream processes and save money with higher productivity.



Capture

- Hard Copy
- Electronic



Transform

- Automated Classification
- Separation of Multipage Documents
- Data Conversion
- OCR, IMR, OMR



Process

- Inbound and Outbound Documents
- Customer Account Setup
- Customer Information Used for Servicing
- Accounts Payable/Receivable
- Employee Onboarding 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 multichannel communications they produce.

Learn more at xerox.com/DTPS