Xerox in the Public Sector
Transforming Services, Delivering Value

We move beyond cost-cutting to deliver strategic value for our customers, driving innovation through analytics, research and data. By working with us, federal, state, regional and local government agencies transform the way they serve citizens and communities, now and in the future.

A Trusted Operations Partner

There’s no substitute for experience. As one of the nation’s largest providers of business process services to government, we work with 1,700+ clients to transform their services.

Every offering is developed and tested with the unique needs of government in mind. We draw on decades of experience working side-by-side with government agencies.

Work with us and benefit from our core strengths:
• The backing of Xerox, a Fortune 500 powerhouse with a 100-year tradition of innovation and invention
• A global footprint, with international resources in dozens of countries
• Our team of seasoned, collaborative subject matter experts to help you achieve your goals

Applied Innovation for Your Agency

Innovation is a way of life at Xerox. We find opportunities for our government clients to transform services -- resulting in lower costs, happier customers, and the satisfaction of achieving your mission.

Our corporate commitment to innovation includes:
• The world-renowned Palo Alto Research Center (PARC), a wholly-owned subsidiary creating new innovation across industries
• More than 10,700 active US patents
• Five R&D centers in the US, Canada, Europe and India
• Recent national and international recognition including the U.S. Medal of Technology and Innovation

A sampling of our latest innovations for the public sector:
• An integrated analytics portal for Electronic Benefits Transfer (EBT) programs, currently used by 10 states to detect and mitigate fraud and abuse through data analysis
• Predictive analytics that identify child support cases needing action and which actions are most likely to increase collections--at the point of initiation
• Automated document content analysis -- extracting knowledge from unstructured text to confirm compliance and detect fraud

We help our clients transform operations across the country and around the world.

Government agencies in all 50 states and 34 countries throughout Europe, Asia, Latin America and the Middle East have selected Xerox as their chosen provider for services ranging from customer care to public transit fare collection.

- $75B disbursed annually to millions of cardholders
- 90 electronic payment card programs for state and federal clients
- $18B in child support handled annually
- 55 million unclaimed property searches facilitated per year
- $6.5B in electronic toll collection handled annually
- 50 states plus DC and Puerto Rico served by our solutions
- 2.6B electronic toll transactions processed per year
Our innovations help you transform operations for better services.

Capabilities to Help You Meet Your Core Mission

Our portfolio is broad and varied, just like our roster of clients. What links all our offerings is simple: transforming operations to help you better serve your constituents. Some of our core competencies to help you meet that goal include:

- Customer care—a 21st-century, holistic view of your customers, giving them choices that increase satisfaction and giving you information to improve operations
- Transaction processing—proven high-accuracy, high-volume solutions that make billion-dollar operations look easy
- Electronic payment solutions—secure, convenient solutions delivering dollars where they count

Our core capabilities are shown at right; our complete portfolio of government solutions can be found on the next page.

Government Focus with a Cross-Industry Foundation

Our subject matter experts draw on their own personal experience having worked in government and the leveraged institutional expertise of Xerox to drive powerful, focused operations. Our fields of focus include:

- Federal government agency services
- State services for Health and Human Services agencies, State Treasurers, utilities, and more
- Local services for cities, counties, regional consortia, police departments, courts, clerks, and more
- Transportation services for transit, toll, fleet management, parking, and other agencies
- Education services for higher education, K-12, public and private entities
Transform and innovate with our powerful portfolio.

Federal Government
We’re behind the scenes managing essential transactional processes you count on to deliver critical services. Offerings include:
- Claims management
- Content conversion and custom e-learning solutions
- Customer care and call center operations
- Data analytics
- Document and data management
- Electronic payment card services
- Health IT solutions
- Help desk seat management
- IT managed services
- Transaction processing

State Government
We help innovate and modernize programs to control costs and improve services to constituents. Offerings include:
- 21st century customer care and contact center solutions
- Child care solutions
- Child support State Disbursement Units (SDU), systems, business intelligence, and business process services
- Document and data asset management
- Electronic benefits transfer, including EBT for Women, Infants and Children (WIC) programs
- Electronic payment card services for government benefits, child support, unemployment compensation, payroll, pension, and more
- Finance and revenue solutions, including audits
- Government case management
- Healthcare solutions
- Human capital management
- Image-enabled workflow and process optimization solutions
- Information Technology (IT) services
- Licensing solutions
- Mail and print services
- Pension management systems
- Public health and outbreak management software
- Public utilities services
- Time and attendance solutions, including e-childcare
- Treasury and tax compliance
- Unclaimed property data management systems

Local Government
We provide cities and counties with process, technology, and operations support to help serve constituents better. Offerings include:
- Government records management
- Fire department records management
- Finance and property tax software
- Justice and court management solutions

Government Transportation
We optimize transportation to get people from point A to point B in the safest, most efficient way. Offerings include:
- Electronic toll collection
- On-street and off-street parking, including smart parking integration
- Fare collection solutions, including open payments for transit fares
- Fleet management solutions
- Automated photo enforcement, including red light, speed, work zone, school zone, street sweeping and railroad crossing enforcement
- Motor carrier tax and regulatory processing
- Weigh-in-motion and credential verification
- Web-based management performance systems for law enforcement