

expertise in action™



Touching
people's lives
every day.

A story about
innovation, citizen
service and making
a difference.



A Typical Day for ACS in Government

ACS is a global leader in providing specialized government services. We help improve efficiency and reduce costs for cities, counties, states and the federal government – providing convenient and reliable program operations wherever they are needed.

On the following pages, you will follow a fictional character – Citizen Jane – through some very real examples of the vital role that ACS plays in positively touching the lives of citizens every day.

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Jane is a hardworking, single mom who commutes to work at a large shipping company. Her daughter is in child care, which is subsidized by the state and her mother receives Medicaid benefits.





PHOTO ENFORCEMENT

- Reduces accidents 40% to 50%
- ACS-operated in 40 cities and counties
- ACS processes 2 million violations annually



On her way to work, Jane stops at a red light and notices the cameras overhead. She is grateful that the intersection is safer. **For 20 years, ACS has partnered with communities throughout North America to implement public safety solutions, including red light cameras, photo enforcement for school zones, work zones and street sweeping, as well as solutions for firehouses and EMS billing and collections.**

Making roads safer.

**PUBLIC
SAFETY**





Getting people to work on time.

TRANSPORTATION

ELECTRONIC TOLL COLLECTIONS

- ACS manages 50% of electronic toll transactions in U.S.
- Administers \$3 billion a year in tolls for clients
- Processes 1.4 billion transactions annually
- Implements open-road tolling and congestion management

On the highway, Jane breezes through the E-ZPass toll. She won't be stuck in traffic today. ACS helps cut through congestion with efficient electronic toll collection (ETC) operations. As a leader in ETC, ACS is reducing pollution and helping commuters save fuel. ACS also serves the PrePass program, helping truckers across the nation save time and fuel at weigh stations.





Helping mass transit

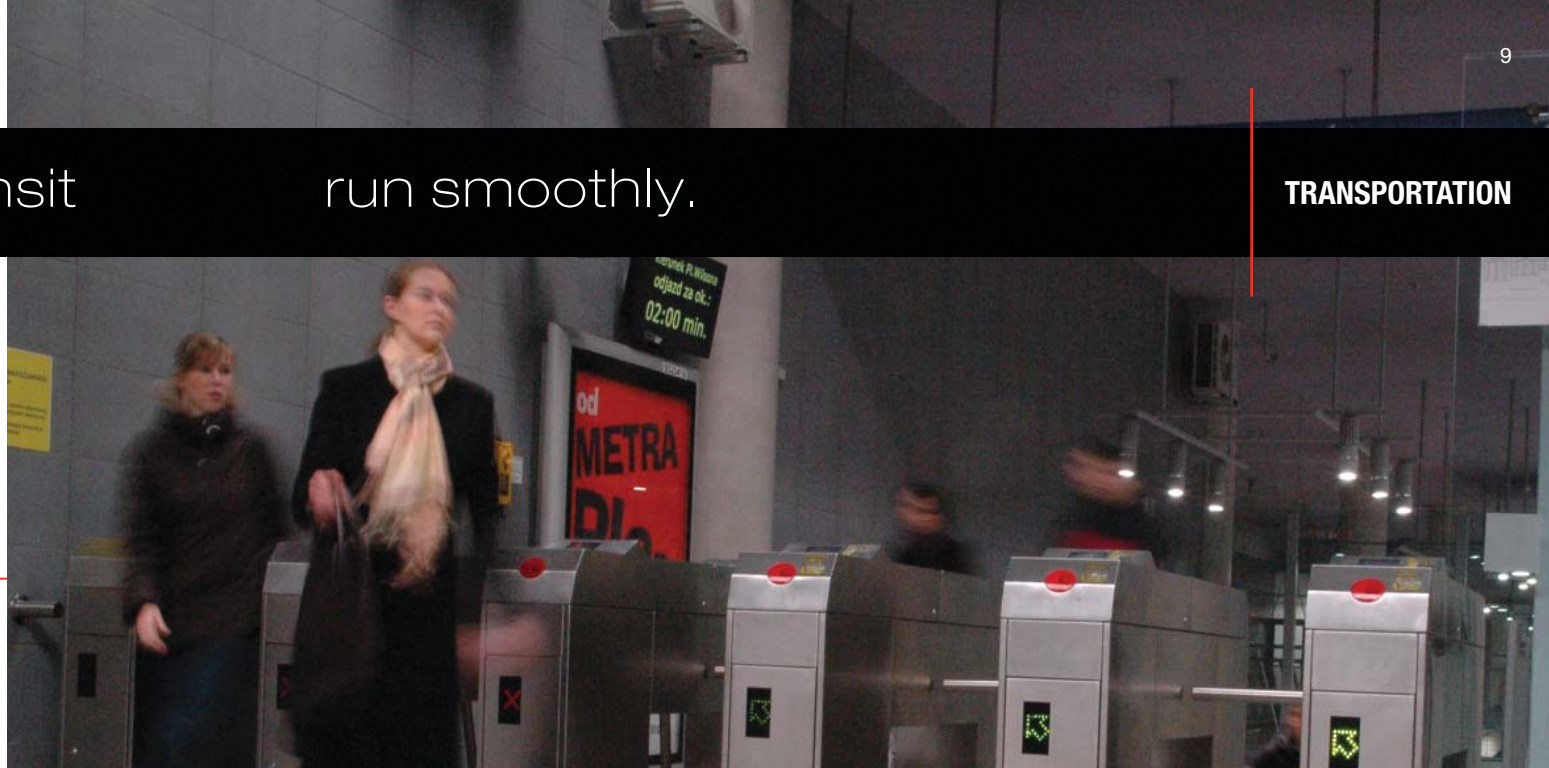
run smoothly.

TRANSPORTATION

PUBLIC TRANSPORT

- ACS serves 75 million passengers in 300 cities and 30 countries
- Processes 100 million transport tickets daily
- Manages 37 billion fare transactions annually

Nearing the city, Jane parks her car and enters the subway station. She swipes her contactless fare card and is on her way. **Mass transit operators all over the world know they can rely on ACS to maximize revenue, reduce fare evasion, and improve services to their riders. Whether it's buses, trolleys, tramways or trains, ACS is there.**





Making local government

convenient for citizens.

LOCAL GOVERNMENT

LOCAL GOVERNMENT

- Consolidates and enhances 311 call center services
- Improves access to land records, saving time and money
- Streamlines government IT infrastructure and help desk services
- Serves more than 1,500 cities and counties



Jane lives in a well-run city and county. She recently called 311 to report a pothole and went online to look up her property appraisal records. **ACS offers a variety of services to local governments, including customer care, and is a national leader in government records management.**





Improving client access

to program services.

HUMAN SERVICES

HUMAN SERVICES MODERNIZATION

- ACS offers one-stop shopping for all eligibility solutions
- Streamlines eligibility processing - “No wrong door”
- Expands self-service options for program clients



At work, Jane hears rumors of possible layoffs. On her lunch break, she calls the state’s 211 human services customer care center to ask about public assistance, just in case.

ACS offers integrated solutions that modernize human services programs. Calls across many different programs can be handled centrally, clients can apply for services over the web, and case management is seamlessly coordinated.





Improves clinical care.

ADVANCED HEALTHCARE SOLUTIONS

- ACS helps patients and doctors work together for better care
- Provides for more informed decision-making
- Eases administrative burdens on providers
- Reduces program costs



Jane's mother calls with questions about Medicaid coverage. Jane reminds her to check her personal health record on the state's secure web portal. **ACS has a strong history of delivering efficient and cost-effective healthcare solutions to government – solutions that go beyond claims processing and into total population health management and eHealthcare.**

Reduces costs.

HEALTHCARE





Actionable information

at the point of care.

HEALTHCARE

PHARMACY SOLUTIONS

- ACS reduces Rx duplication and adverse interactions
- Improves access and quality of care
- Decreases costs by 15% to 20%



Jane's mother picks up her prescription. The pharmacist received an alert from ACS, so he talks with her about a recommended care plan. **ACS offers innovative pharmacy solutions that deliver information at the point of care to improve health outcomes.**





Convenience for citizens.

ELECTRONIC PAYMENT CARDS

- ACS supports electronic payment cards for a variety of programs
- Operational in many states and the federal government
- Saves administrative costs of \$2 to \$10 per check



After work, Jane picks up her daughter at child care and makes a quick stop at the grocery store where she uses her debit card. **ACS works with government to convert paper checks to electronic payment cards (EPC).** Whether it's child support, unemployment benefits, temporary assistance, Social Security, or other payments, EPC programs are providing convenience for citizens, making government more efficient and saving millions.

Cost savings for government.

ELECTRONIC PAYMENTS



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Making life easier.

For Jane, it's been a busy day, but she feels like everything is getting a little easier for her family. The ACS government operations that touched Jane's life are only a few of the many programs that ACS supports – providing flexible, reliable innovations on highways and subways, in hospitals and pharmacies, at the courthouse and the corner store, over the phone and on the web. ACS is committed to making a difference – and that's what we do for millions of citizens, every day.

www.acs-inc.com