

ACS in Financial Services



As outsourcing becomes a common business practice for the financial industry, companies realize they need to find a strategic partner in order to gain competitive advantage.

Outsourcing is no longer simply a tactic to reduce costs; it is a long-term business strategy for improving efficiency, quality, and ultimately customer satisfaction.

A strong outsourcing partner will allow you to take advantage of:

- Flexible solutions that meet your specific needs
- A broad global footprint to reduce costs
- Vertical expertise to ensure best practices
- Proven business process re-engineering to truly transform your business.

ACS has long served the financial services industry and understands the challenges facing companies today. Lack of focus on core competencies, outdated technology and processes, and limited resources all result in wasted dollars, inefficiency, and loss of your valued customers. We have a track record of successfully helping financial clients evaluate their current state and efficiently adopt new processes and technologies to dramatically improve business operations.

Services

ACS enables financial clients to achieve their business goals with our proven end-to-end business process outsourcing (BPO) solutions. Whether you are looking to improve turn-around time in your mailroom operation, streamline the human relations department, upgrade your IT platform, improve customer retention, or reduce cycle time in your origination operation, ACS can customize a solution to fit your business requirements.

- Day Two Operations
- Credit Application
- Credit Card Customer Care
- Educational Loan Servicing
- Investment / Brokerage
- Consumer Loans
- Mortgage Loan
- Auto Finance
- IRA & Keough Records
- Signature Card
- Lease Administration
- Check Photo Retrieval

Our Financial Markets

ACS provides financial services for the following institutions:

- Banks
- Brokerage and
- Investment Firms
- Credit Unions
- Government Agencies
- Insurance
- Real Estate

Benefits of Outsourcing to ACS

- Proven Solutions
- Industry Expertise
- Best Practices
- Process Reengineering
- Global resources
- Risk mitigation
- Business continuity

ACS in Action

- 40+ years supporting banks and credit card issuers
- Top 15 FORTUNE 500 commercial banks
- 6 of the top 10 credit card issuers
- Largest student loan servicer in the U.S.
- 1 billion mortgage loan images hosted
 - 25 million pages per month
- Store 15 million rolls film (375 billion checks)
- 1 million check retrievals per month
- 1200 customer care agents supporting our financial clients
- 8 million calls/year for credit card issuers

ACS is the leading provider of fully diversified, end-to-end, business process outsourcing (BPO) and information technology (IT) solutions to commercial and government clients worldwide.

ACS is a rapidly growing company with \$6 billion in annual revenue and 60,000 employees supporting client operations in 100 countries.

ACS delivers superior BPO and IT services to clients in all major industries including communications, education, energy, financial services, government, healthcare, insurance, manufacturing, retail, and transportation and travel.

ACS can create better business for your organization.

Find out more about ACS at: www.acs-inc.com

expertise in action™

