

Business Process Outsourcing



A **xerox**  Company



Tom Blodgett

Chief Operating Officer
ACS Commercial Operations

With 20 years of senior management expertise in business process outsourcing (BPO), Tom Blodgett is a pioneer in the BPO arena.

In 1985, his family founded Unibase, a data entry company, which was subsequently acquired by ACS in 1996. The acquisition expanded ACS's capabilities in the relatively new BPO services market, and created an entire service segment dedicated to delivering superior business process solutions.

Blodgett was an early proponent of the ACS global outsourcing strategy, pushing the company's expansion into Mexico in the 1990s. He led the global expansion that now supports client operations in more than 100 countries, making ACS an industry leader in the global BPO marketplace.

With roots in sales, Blodgett brings a unique perspective to his leadership role. He balances the structure and rigor of an effective operational organization with the aggressive, creative requirements of successful sales and marketing.

Business Process Solutions

Blodgett provides leadership in applying outsourcing and technology solutions in the areas of healthcare, consumer goods, travel, transportation, logistics, and mortgage and financial services. He can offer expert insights into the following areas:

- Outsourcing, off-shoring, near-shoring, rural sourcing and home-sourcing
- Healthcare payer and provider
- Customer care centers
- Transaction processing.

For more information
or to arrange an interview,
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