



Our Presence in Europe



A **xerox**  Company

**Your operations partner, with clients in
100 countries and more than 60,000 people
ready to serve you.**

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Who We Are

ACS, A Xerox Company, is a global leader in business process outsourcing (BPO) and IT outsourcing services – a multibillion-dollar company supporting clients in more than 100 countries from 750 locations. We bring innovative offerings to clients in the communications, education, financial services, government, healthcare, manufacturing, retail, and travel and transportation sectors.

In Europe, we employ specialists in 10 countries, which means we have a deep understanding of European regulations, business practices and working environments. We're proud to offer state-of-the-art ITO data centres and BPO service delivery centres to multinational clients across the continent. Our client focus and commitment to operational excellence result in an increase in quality and productivity, combined with cost savings for our customers.

Our Presence in Europe

We're proud to serve clients in Europe across many industries, including manufacturing, healthcare, financial services, transportation and the public sector.

Some of our achievements in Europe include:

- **Fare collection and parking solutions** for multiple European cities, including Paris, Lyon, Toulouse, Warsaw, Zurich, Jerusalem and Riga
- **Ticket imaging processes** for Air France, reducing ticket imaging time from six days to 48 hours
- **Processing six million invoices per year for General Electric**, totaling \$50 billion payable in 47 currencies
- **Streamlining an international package shipper's billing cycle** from 20 days to six
- **Saving a leading manufacturer over \$35 million annually** and reducing invoice processing costs by 76 percent
- **Running a shared service centre in 15 languages**, offering end-to-end finance, accounting and HR services for a leading motor manufacturer
- **Providing seamless technical expertise, support** and infrastructure services to a leading global airline, helping the client roll out a new maintenance system – the largest SAP implementation in Europe.

If you'd like to read more about how we support our clients, turn to page 6. Or look for our case studies on www.acs-inc.com.

Services

Businesses and public sector organisations are becoming more diversified. But they all still share one thing in common: the desire to be productive and efficient. This can be a difficult task in today's highly competitive and ever-changing marketplace; organisations are continually challenged with reduced resources and dwindling budgets.

At ACS, we can help manage many of your non-strategic business processes. We instantly provide increased value and a competitive advantage, and reduce the cost of doing business. We serve clients in the following areas across all industry sectors:

Customer Care

Delivering a dependably positive customer experience is vital to many businesses and public sector organisations. Success relies on customer support functions being performed by professionals who know and understand your needs. We have many years of experience supplying such services to our clients, providing them with higher productivity, greater efficiency and improved customer retention.

Document and Data Management

One of the most daunting challenges facing organisations today is management of valuable documents and data. Complicating the issue is the exponential growth of unstructured digital data such as e-mails, Web content, images and even video content. Effectively managing these documents and data sources is key for any organisation to achieve optimum efficiency and productivity. We have the expertise to make this a painless process for you.

Finance and Accounting

In today's marketplace, organisations must cut costs and create new streams of revenue to thrive. By outsourcing some or all of your finance and accounting operations, you can save money, substantially improve service levels and marshal resources toward initiatives that generate revenue growth. We can help manage a broad spectrum of services, including:

- Accounts payable
- Accounts receivable
- Billing and collections
- General accounting
- Tax management
- Treasury
- Risk.

By doing this, we help you increase efficiency and gain an operational advantage over your competitors.

Human Resource Services

Top-performing businesses understand that the talented individuals they employ offer an important edge, both competitively and economically. We can help ensure the right people are in the right position to provide maximum results – so you can achieve your business goals while adding value to the organisation. Whether you're looking to service your current workforce, prepare for future growth, or analyse employee efficiency, we provide the proprietary tools, processes and people to deliver results.

Information Technology

IT is at a crossroads. Data are increasingly viewed as a strategic business asset, yet this elevated role is often accompanied by technical complexities in acquiring, maintaining, storing and safeguarding this key asset. Let us provide flexible and seamless IT solutions to your organisation.





Industries

For more than 35 years, we have helped businesses and governments improve operations to better serve their people and their customers. We provide flexible, reliable solutions wherever they're needed – from hospitals to motorways, from multinational banks to major airlines.

In addition to our range of services, we offer many specific solutions for the following industries:

Central Government

Central governments worldwide face a wide variety of challenges. But they all share one goal: to efficiently and effectively serve their constituencies. With a solid understanding of government operations and emerging service trends, we enable transformation and help our clients keep pace with society's rapidly changing needs. Working with us, you can transform the way that you serve individuals and your communities, now and in the future.

Financial Services

There's no longer a distinct boundary around financial services. Businesses are becoming one-stop shops. By outsourcing your technology-enabled business processes to us, you can improve flexibility, reduce costs, improve quality, increase accuracy, and enhance overall service levels. We support many financial services clients with loan processing, insurance claims processing and mortgage industry payment processing.

Healthcare

Government health programmes and healthcare providers are facing tremendous challenges: the skyrocketing cost of care, the growing number of recipients and concerns about access to quality. Improving administration will reduce costs and inefficiencies. Yet solutions must provide both administrative efficiency and improve the overall health of populations in need. At ACS, we have a strong history of delivering efficient and cost-effective administrative systems and innovative business processes. That means less money goes toward administering programmes, and more goes toward healthcare services for patients.

Manufacturing

Leading manufacturers of everything from cars, tyres and sporting goods to computers, lighting and home appliances trust ACS to provide business process outsourcing services. As a world-class business partner, we provide you with proven technology architectures to host key applications, including many Web-based and customer-facing systems. Our typical results for manufacturers include improved customer service, better inventory management, compression of the order-to-cash cycle, increased speed to market, and enhanced product quality on a global basis.

Transportation

We offer transport infrastructure operators a complete range of products and systems for fare collection and parking solutions. Our high service level optimises revenue intake, while user-friendly tools enhance the experience for the wider public. Mass transit operators all over the world rely on ACS. Our systems and services run more than 150,000 pieces of equipment, including automated ticket vending machines, booking office machines, portable inspector terminals and access gates. This enables some 50 million passengers per day to use bus services, underground railways, tolls, car parks and trains, worldwide.

Cases In Point

Our depth of experience and breadth of capabilities give you the flexibility and scalability to align both human and capital resources with business strategy. We'll manage your business operations, no matter which platform or process. Our global infrastructure and experienced field staff ensure reliability, cost savings, improved performance, business continuity and ongoing innovation. Here are some examples:

Air France: Ticketing Processes

Air France knew an in-house data management environment was not a viable option. But it wanted to convert its paper-based ticketing to an electronic format accessible within 48 hours from anywhere in the world. The airline's revenue accounting personnel needed to view and manipulate data quickly, and have easy access to real-time report data.

Air France partnered with us to convert its paper tickets to electronic images and to process passenger revenue accounts. We dramatically enhanced the accuracy of Air France's data management and revenue accounting process. We also manage the invoice process and reconcile paper and electronic documents to be billed to other airlines.

travel-BA.Sys: Back-Office Support

This TUI subsidiary is Europe's leading back-office and financial system supplier for the travel industry. Its services include data aggregation, data warehousing and reservation platforms to travel agencies. An ACS Company, SDS Business Services, supports travel-BA.Sys by providing mainframe and middleware support, SAP R/3 database administration, mid-office solutions and reservation platforms, as well as data storage and archiving. SDS handles more than one million transactions per day, supports more than 250 interfaces to external data suppliers, and services 1,400 legal entities.

"SDS is providing outstanding services and supports travel-BA.Sys's rapid growth strategy in a highly critical market."

Ingo Brandes
Managing Director
travel-BA.Sys

Government of Malta: Healthcare

We manage a seven-year, \$21 million contract with the Government of Malta to improve healthcare delivery to patients through an integrated health information system. We provide the hardware, software and expertise to maintain laboratory information systems, radiology information systems, picture archiving and communications systems. We also supply healthcare professionals with the latest in healthcare technology, meeting and exceeding standards elsewhere in the world.

"This is another milestone reached by the government in its endeavour to give the Maltese people the best in healthcare."

Frank Mifsud
Permanent Secretary
Ministry of Health, the Elderly and
Community Care



City of Lyon: Public Transport

Fare-dodging was costing the Lyon, France, public transport system nearly 20 percent of its annual revenue. The Greater Lyon transport authority needed to change how it collected fares and improve the data it gathered about passenger journeys. Our solution was an adaptable system that provides instant travel data. We added gate control systems at all City Metro stations, smartcard technologies for maximum system flexibility, and a ticket that lets commuters use all forms of public transport. Now Lyon is realising more revenue from its public transportation system, while gathering useful consumer data to help improve the service.

Société Générale: Employee Engagement

Société Générale is one of Europe's largest financial services groups. Its corporate and investment bank (SGCIB) is one the group's fastest-moving businesses, operating in 45 countries and employing more than 10,000 people. When SGCIB wanted to give all employees worldwide online access to its compensation and benefit plans, the bank worked with us. Buck Consulting, an ACS Company, teamed with SGCIB to design and implement total reward statements at all the bank's global locations. The project included a new global total compensation brand, as well as a method of valuing total compensation items and all the associated technical decisions.

General Motors: Finance and Accounting

We're working with General Motors to unify its worldwide, disparate finance and accounting operations into a financial shared services centre. The goals: manage the business strategically, improve services and reduce costs.

“ACS has become an integral part of the General Motors team by providing a broad range of finance and accounting services. They have a strong understanding of our business, our culture and the way we operate. That is why General Motors works with ACS in so many critical capacities today.”

Delle ZurSchmiede
Executive Director, Financial Shared Services
General Motors

Our Data and Service Centres

At ACS, we pride ourselves on reliable services and great client relationships founded on long-term integrity and mutual respect. Our European data and service centres serve national and global organisations that entrust their business functions to us. And we deliver on their behalf, 24 hours a day. Our European capability provides the depth of linguistic skill and cultural understanding that many organisations favour.

Europe is a vital component of our global network of specialised service centres. Through each centre, we share best practice and provide economies of scale for multiple clients. We operate state-of-the-art BPO and ITO facilities in France, Germany, Ireland, Netherlands, Poland, Spain and the United Kingdom. And we have offices in Belgium, Italy and Switzerland.

We're also available through our wholly owned businesses, such as Buck Consulting, SDS Business Services, ACS ITO UK, and the ACS Transport Services Group. For a list of ACS services and locations, please turn to the final pages of this brochure.

France

For public sector and commercial organisations in France, we help drive down operational costs while offering a range of additional benefits such as access to new skills, streamlined finance and accounting processes, and best-of-breed services. We also provide greater innovation and better speed-to-market for new products and services. Both domestic and multinational organisations based in France are now taking advantage of this change.

We offer solutions in many industries, including manufacturing, healthcare, transportation and retail. All this is made possible through our 400 talented specialists across France, including Amiens, Avignon, Lille, Lyon, Marseille, Metz, Nancy, Nice, Paris, Rennes, Toulouse and Valence. All of them use our fare collection and parking solutions. We also provide commercial solutions for global manufacturing companies such as Motorola.

Germany

The use of outsourcing in Germany continues to grow – not driven by mega-deals, but by smaller, selective outsourcing arrangements and captive IT service companies. This unique situation gives domestic and multinational businesses access to excellent services and fast market entry. Our presence in the country is underpinned by 200 specialists.

Through our acquisition of leading IT services firm SDS Business Services, we can offer unparalleled local delivery of IT services across central Europe – including Germany, Switzerland and Austria. Our advanced facilities and infrastructure in Mülheim an der Ruhr provide European and international clients with a full array of global IT services. SDS is also an SAP hosting partner, offering smaller and midsize businesses economically attractive solutions.





Our Data and Service Centres

Ireland

With the highest proportion of science graduates of any EU member state – providing a rich pool of highly skilled talent – Ireland was the launch pad for our ITO and HR services in Europe. And today, it supports clients globally. We manage a state-of-the-art facility at the Cork Airport Business Park, and we host an international data centre in Dublin. These locations are part of our “Follow the Sun” network, which provides 24/7 support to more than 20 multinational clients. Our services include data backup and storage, physical and network security, disaster recovery and business continuity.

Netherlands

In Amsterdam, we offer a range of BPO and ITO services to government and commercial clients, including the city of Den Haag. Services include data centre hosting and human resource consulting services, provided through Buck Consulting. Our world-class data centre near Schiphol airport, which serves large IT operations across Europe, hosts distributed platforms as well as mid-range and mainframe computers. Our clients span a variety of industries, including banking, pharmaceutical, retail and local government.

Poland

ACS Poland is home to about 100 employees supporting clients in automotive, manufacturing, pharmaceuticals and retail. In Krakow Business Park, our multi-service centre provides finance, accounting, human resources and IT services via a team of skilled, multilingual professionals. We selected Krakow for its strategic location, large and growing economy, and human resources potential. We also provide the city of Warsaw with its fare collection and parking solutions.

Spain

We've been operating in Spain since 2002 from our flagship BPO delivery centre outside Barcelona. We employ more than 500 individuals hailing from 38 countries and speaking 15 languages. This multilingual capability enables us to deliver high-quality, cost-effective services for the finance, accounting and human resources functions of multinational clients across 16 European countries.

Spain is an attractive destination for the outsourced business services of domestic and multinational businesses alike. With a talented, multilingual labour force, highly competitive costs and excellent communications, the country is enjoying a surge in outsourcing interest, both onshore and offshore.

U.K.

With outsourcing well established in the U.K., domestic and multinational businesses can enjoy high levels of access to core business services, either onshore or offshore. We employ more than 800 specialists and consultants across the country.

Our diverse facilities in the U.K. serve clients both locally and in over 40 countries. And Buck Consulting, an ACS Company, helps clients solve complex HR issues such as building an innovative workforce, improving the performance of HR, managing the cost of human capital, and complying with regulatory and legislative mandates.

Our Scope of Services

IT Outsourcing

Remote and Hosted Managed Services

- Servers
- Storage
- Data Backup and Recovery
- E-mail Management
- Application Management and Monitoring
- Database Management and Monitoring
- Desktop Management

Managed Network Services

Utility Computing

Business Continuity

Virtualisation

- Servers
- Storage

Desktop Database Administration and Optimization

Data Deduplication

Support Services

- Hardware and Software Maintenance
- Technical Support
- Consolidated Support Contracts
- Service Desk
- Desktop Break/Fix

Human Resource Services

- Compensation
- Consulting
- Defined benefit
- Defined contribution
- Employee development
- Employee service centre
- Global mobility
- Health and welfare
- HR infrastructure systems
- Learning services
- Payroll
- Performance management
- Staffing and recruiting
- Transformation services

Finance and Accounting

- Strategic advisory services
- Order to cash
- Procure to pay
- Record to report
- Employee payments
- Treasury and cash management

Healthcare

Systems integration and advisory services

- Patient administration systems
- Electronic medical records
- Departmental systems
- Clinical adoption and engagement
- Business and clinical process improvement

Managed healthcare operations

- Administrative and financial management solutions
- Electronic health records and health information exchange
- Care and disease management
- Pharmacy benefit management
- Fraud and abuse protection
- Health information analytics

Transportation

- Fare collection
- Electronic toll collection
- Airport and urban parking solutions
- Automated traffic enforcement (red-light and speed cameras)



Our Companies

Through acquisitions, we have access to the expertise of multiple organisations, including:

Buck Consulting specialises in retirement services, health and welfare programmes, human resource management, compensation strategy and effective employee communications.

SDS Business Services GmbH specialises in fully outsourced data centre and infrastructure services, including application hosting, system design and IT consulting. It also has broad expertise in SAP, and is an authorised SAP hosting partner. SDS hosts more than 5,000 users on the central hotline and runs 2,500 IT workplaces.

ACS ITO UK, a combination of our Syan and Anix Group acquisitions, has offices and high-specification data centres across the U.K. It delivers remote and hosted managed services to a wide range of commercial and public sector clients, with emphasis on information security to ISO 27001 standards. The company also provides solutions for utility computing, application management, database management and consultancy, business continuity, support and maintenance for hardware and software, as well as desktop lifecycle management and break/fix.

Transport Solutions Group provides fare collection and parking systems for airports, municipal authorities, hospitals and parking lots, as well as highway tolls across Europe.

Contact Us

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About ACS

ACS is part of Xerox's \$22 billion global enterprise with 140,000 employees serving our clients in 160 countries.

You can learn more about us at
www.acs-inc.com.



A **xerox**  Company