

Complete Customer Care

Mission-focused Customer Service

For most federal government agencies, customer care is a non-core function. Even simple inquiries take time to answer, and any time spent answering the phone is time spent not performing some other mission-critical functions. ACS offers complete customer care in support of the agency's mission that brings high standards of performance, as well as the flexibility to quickly respond as federal program requirements change.

ACS customer care services ensure that constituents get answers to questions in ways that are convenient for them. From walk-in offices to easy-to-navigate websites and timely text messages, the best customer care solutions support customer choice. ACS also brings its customer care directly to federal employees providing technical helpdesk services and human resource (HR) services/support for areas such as recruiting and hiring, payroll, and benefits.

BENEFITS OF COMPLETE CUSTOMER CARE

Selecting a private provider to deliver customer care on your agency's behalf can feel risky. After all, customer service representatives are the public face of the government, dealing directly with constituents. But choosing a trusted, proven provider can actually reduce risk, by setting agreed-upon standards for performance. Other benefits include:

- **Maximizing your professional staff.** By using technology and trained customer service representatives to handle phone inquiries, caseworkers or other staff can spend more time focusing on tasks that require their subject matter expertise.
- **Cost savings through efficiencies.** Using a proven provider takes the risk out of initial staffing and technology decisions. For ongoing operations, ACS' continuous improvement philosophy means that call centers periodically integrate best practices that reduce overall costs.
- **Enhanced service design for higher customer satisfaction.** ACS can help you design a service approach that incorporates both technology and process enhancements. For example, outbound messaging keeps customers informed of appointments, events, and upcoming deadlines and a well-designed Interactive Voice Response (IVR) approach can significantly improve the customer experience.

Maximizing these benefits requires expertise built over time providing customer care on behalf of government clients like you.

ACS' QUALIFICATIONS

- Best-available technology combined with operational excellence
- 67 customer call centers for government clients
- 4,000 customer service representatives (CSR) dedicated to government services
- Manages IT helpdesk operations for 130 commercial clients
- Award-winning operations
- Proven business continuity and disaster recovery solutions
- Quality assurance programs and tools

FEDERAL EXPERIENCE

- More than 1,000 CSRs supporting federal programs
- More than 20 million calls handled annually
- Department of Education
- Department of Labor
- Department of Treasury

expertise in action™



CUSTOMER CARE APPLICATIONS

- Customer care for federal student loan programs
- Workers' Compensation claims
- Healthcare claims administration
- Human resources administration
- Post-disaster assistance
- Electronic payment card program support
- Transit fare card customer service
- Human services program customer care
- Technical helpdesk services
- Collections
- Unclaimed property

TECHNICAL HELPDESK SERVICES

- Single Point of Contact (SPOC) for end users
- Complete tool set — ticket tracking, knowledge management, web portal
- User self service
- Multiple levels of end user support
- Trend analysis and reporting
- Customer satisfaction survey
- ITIL certified personnel

ACS is a member of the Help Desk Institute and implements industry and certification standards, including ISO 9000, SEI/CMM, and SCP. We are also compliant in ISO 9001 and practice-compliant methodologies in delivering solutions to our clients.

ACS Government Solutions
1800 M Street, NW
Washington, D.C. 20036
202.378.2749
email: acsfederal@acs-inc.com

www.acs-inc.com

HOW ACS CAN HELP

ACS' customer service and call center operations range from full-scale, multi-client commercial call centers to program-specific service components for federal, state, county, and municipal contracts. While our customer care operations vary according to the specific needs of our clients, they all share the same goals — efficiency, cost-effectiveness, quality control and excellent customer service.

Extensive first-hand experience in call center implementation and operation ensures that ACS is ready for anything. During a recent human services call center implementation, call volume quickly outpaced everyone's predictions. ACS' brand-new operation handled 300,000 calls in the first 20 days — without compromising service quality.

Our modular services are customized to your program or department. Depending on your needs, the ACS solution can include:

- **Fully staffed call center.** With over 20 years of experience serving government, ACS has developed proven procedures to ensure that all CSRs are trained to provide accurate information and confidential service. ACS handles inquiries, problem resolution, appointment scheduling, technical help desk services, collections, and many other types of calls.
- **Interactive Voice Response (IVR) and web portal technology.** A well-designed IVR can handle between 80 and 90 percent of routine calls, such as payment-related inquiries. The right technology can save countless dollars in staff costs.
- **Customer satisfaction surveys.** ACS integrates customer surveys into call center operations so they are automated, designed to gain the highest response rates and are easily customized to programs.
- **Correspondence processing.** Beyond phone requests, ACS handles the scanning, imaging, and processing of inbound correspondence, including return mail. Services can also include handling E-mail inquiries and mailing requested forms.
- **Comprehensive reporting and monitoring.** Contracting for a call center operation doesn't mean you have to lose visibility into the operation or awareness of performance. Silent monitoring, ad hoc reporting, quantitative and qualitative data, and electronic report delivery are all available.

Our broad base of expertise and flexible, responsive approach make ACS the best resource for helping governments deliver professional, sensitive, comprehensive customer service to citizens.

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