

Customer Service Support for Banking Transformation

In today's financial environment, banking institutions are challenged with finding creative ways to cut costs and build revenue while maintaining customer loyalty. They must transform the way they do business to stay in compliance and remain competitive. That's where we come in.

Xerox is at the forefront of banking transformation, offering advanced and flexible inbound/outbound customer care capabilities. We're helping financial institutions gain access to quick ramp-up, scalable and effective customer service solutions targeted at today's unique needs and requirements.

We're a financial services customer care resource with global space capacity to swiftly hire and train agents and handle fluctuating volume needs.

Our services can help your bank proactively communicate with customers and adeptly address issues such as:

- New fees for existing accounts
- Changes to rewards programs
- Debit card policy revisions
- Overdraft participation verification

Put Your Customer Care in Good Hands

Access knowledgeable staff, the latest in call center infrastructure and technology, customized call campaigns, inbound specialists, outbound dialer technology and IVR solutions. Here's a partial list of the types of services we can provide:

- Outbound impact calls
- Product inquiry/product lifecycle support/help desk
- Billing questions and problem resolution
- Customer loyalty/retention
- Upgrade, cross-sell and welcome calls
- End-to-end loan servicing
- Collections
- Call disposition analysis

Xerox has domestic, offshore and near-shore capabilities, and also supports transactional processes such as bank back-office, print fulfillment, correspondence, mailroom, data capture and document management services. Put the Xerox team to work for you!



In less than five weeks, Xerox built out, installed network connectivity, trained and hired 90 customer care agents to take Regulation E calls for a large financial institution.

The positive impact to the client's bottom line led to an expansion to 133 agents supporting other client LOBs with both inbound /outbound services.

Xerox in Customer Care

- 39,000 call center professionals; 4,000 supporting financial services clients
- 17 countries; 166 global call centers; 30 with financial services clients
- 580+ million contacts per year
- 24x7 operational capabilities
- 20 languages supported
- Advanced technology

About Xerox

Xerox is the world's leading enterprise for business process and document management. Xerox technology, expertise and services enable workplaces – from small businesses to global enterprises – to simplify the way work gets done so they operate more effectively.

Contact Us

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