

# At-A-Glance

## May 2013

**Our vast array of services eases the back office burden for the world's most complex corporations and governments.** Through our sourced simplicity approach we help customers tap into hidden intelligence that yields greater business return.

With the expertise of our 140,000 people, global brand strength and innovative technology, we bring our customers data and services that result in better and faster decision making for improved efficiency and performance.

Our clients tell us we're responsive to business needs, we're flexible to changing priorities, we're reliable for delivering results and we act with integrity at all times.



### Facts About Us

- 160 Customer Care Centers globally
- 30 Major Customer Care Centers
- 18 Data Centers
- 15 Major Finance and Accounting Centers
- 22 Major Human Resource Centers
- 52,000 customer care agents globally
- 3,500 technical customer support agents
- Provides services to over 500 colleges and universities
- Services over \$270 billion in federal and private loans

### Impacting Citizens Every Day by...

- Providing services to more than 1,700 federal, state, county and local governments, making Xerox one of the largest providers of services to governments across the U.S.
- Enabling travelers to get to their destinations by processing more than 1.4 billion electronic toll transactions every year.
- Managing 37 billion public transport transactions annually on buses, tramways and subways in 400 cities worldwide.
- Ensuring victims of natural disasters have uninterrupted access to critical prescriptions.
- Handling more than 1.6 million contact center interactions daily in 160 customer care centers globally.
- Field crises management calls for one of the largest Utility providers in North America supported out of three contact centers domestically.
- Processing 16 million parking tickets annually, contributing to our role as the largest provider of BPO services in the government sector.
- Operating more than 35,000 mid-range systems and servers globally.
- Providing human resources services to more than 11 million employees and retirees.
- Processing \$125 billion of account payables; \$147 billion in receivables.
- Managing a \$329 billion loan servicing portfolio.
- Processing 563 million government health program claims annually.
- Offering services that touch 2 out of every 3 insured lives in the U.S.

## Proven Solutions

- Information Technology
- Human Resource Services
- Finance and Accounting Services
- Procurement and Vendor Management Services
- Document and Data Management
- Customer Care and Technical Help Desk
- Social CRM and Analytic Services
- Payment Services
- Cloud Solutions
- Healthcare Program Administration

## Our Clients

### Commercial Sector

- Communications Providers
- Financial Services
- Healthcare Providers and Payers
- Manufacturers
- Hospitality
- Retail
- Transportation, Travel and Logistics Companies
- High Tech Innovators
- Consumer Packaged Goods
- Insurance
- Pharmaceutical
- Energy and Utilities

### Public Sector

- Federal Government Agencies
- State and Local Governments
- State Healthcare Programs, including Medicaid, Pharmacy Benefits Management and Health Insurance Marketplaces
- Human Services Departments
- Public Safety and Justice Departments
- Transportation and Transit Authorities

## Contact Us

2828 North Haskell Avenue  
Dallas, TX 75204  
Tel: 214.841.6111

[www.xerox.com/businessservices](http://www.xerox.com/businessservices)



We provide comprehensive BPO and ITO services to global markets across all major industries and government agencies. In turn, our service and market-specific best practices and efficiencies are shared across the company, creating a competitive advantage that benefits our clients.

## Our Highlights

- Positioned as a leader in the Gartner Magic Quadrant for Customer Management Contact Center BPO, Worldwide, December 24, 2012.<sup>1</sup>
- Positioned as a leader in the Gartner Magic Quadrant for Finance and Accounting BPO, May 30, 2012.<sup>1</sup>
- Positioned as a leader in the Gartner Magic Quadrant for Desktop Outsourcing Services, North America, July 24, 2012.<sup>1</sup>
- Positioned as a leader in the Gartner Magic Quadrant for Help Desk Outsourcing Services, North America, July 24, 2012.<sup>1</sup>

<sup>1</sup>The Gartner Magic Quadrant is copyrighted 2012 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

