

# Car Rental Solutions

Why outsource your car rental sales and customer service program? Consider this: leading car rental companies excel because they seize every opportunity to gain a competitive advantage. In today's challenging marketplace, that means cutting costs and creating new streams of revenue. Efficient operations are crucial for profitability, because of the high value of your rental assets.



By outsourcing your call center reservation sales, customer service or back-office processing, you can:

- Save money and substantially improve service levels
- Focus on your core competencies
- Devote internal resources to initiatives that generate profits and growth.

Organizations that understand the benefits of outsourcing will leapfrog competitors who remain bogged down by inefficiency and rigidity. These enlightened car rental organizations enjoy heightened levels of business success.

## Car Rental Sales and Customer Care Is Our Business

At Xerox, we leverage our successful call center and travel expertise to deliver exceptional car rental solutions. We focus on:

- Revenue generation
- Improved operations
- Bottom-line results.

We don't rely on cookie-cutter solutions; instead, we match our business process expertise to your unique needs and goals. You benefit from our:

- Best practices
- Highly skilled professionals
- Innovative technologies through our integrated global solutions.

Plus, we can work with your current technology, avoiding the need for additional IT investment.

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## Our Services

Using our customized call center solutions, you can exceed your business objectives and meet the challenges of the future. We deliver what you need, 24/7, including:

- **Car Rentals** – Sales and customer service experience
- **Loyalty Programs** – Proven best practices managing your customer loyalty programs
- **Incremental Revenue** – Effective up-sell and cross-sell best practices; car upgrades, insurance, car amenities, airline, hotel and vacation package reservations
- **Revenue Optimization** – Back-office processing support, with commission and payment reconciliation
- **Conflict Resolution** – Consumer remedy assistance and escalation
- **Group and Meetings** – Sales, customer service and support
- **Business Continuity** – Redundant systems

With over two decades of experience, we're the leading provider of innovative call center sales and customer service solutions for leading travel companies. Our full suite of call center solutions has been perfected and proven to address operational needs associated with:

- Sales
- Customer service
- Loyalty programs
- Back-office processing.

In short, we enable you to deliver the quality of service your customers expect.

## Our Differentiators

- Your brand identity
  - Integrating your corporate vision and mission into our best practices
- Flexible support
  - Call center consolidation
  - Supplemental services augmenting existing operations
  - U.S., near-shore and offshore options
  - Brick-and-mortar facilities and home agent programs
- Global capabilities from 85 call centers
  - Leverage emerging labor arbitrage
  - Multi-language capabilities
- Strong quality control measures
  - PMO process and Six Sigma
- Security and confidentiality best practices
- Dynamic access to online performance reports, call and desktop recording

## Recognition

- #1 Top 10 Comprehensive F&A Vendors Worldwide, Gartner
- #1 HRO Vendor, The Black Book of Outsourcing
- #1 Best BPO Outsourcing Excellence Award, Outsourcing Center
- #1 Best-Performing Managed Services Provider, Global Services 100

## Our Qualifications

- Nearly \$1 Billion in Customer Care Revenue
- 85 U.S. and International Call Centers
- 18,000 Call Center Professionals
- One Million Transactions per Day
- 24/7 Operations
- 20 Languages Supported

## Contact Us

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## About Xerox

Xerox is the world's leading enterprise for business process and document management. Its technology, expertise and services enable workplaces – from small businesses to large global enterprises – to simplify the way work gets done so they operate more effectively and focus more on what matters most: their real business. Xerox offers business process outsourcing and IT outsourcing services, including data processing, healthcare solutions, HR benefits management, finance support, transportation solutions, and customer relationship management services for commercial and government organizations worldwide. The company also provides extensive leading-edge document technology, services, software and genuine Xerox supplies for graphic communication and office printing environments of any size. Xerox serves clients in more than 160 countries.

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