

Consumer Goods



A **xerox**  Company

More than ever, the consumer is clearly king. So technology and process automation have become increasingly important to merchants who are looking to manage operations more efficiently, improve customer relationships and minimize costs.



As a result, adoption of outsourcing continues to increase, enabling companies to:

- Leverage vertical expertise and subject matter experts
- Improve customer service
- Reduce operating costs
- Access best-in-class technology, tools and processes
- Increase accuracy and timeliness.

We have 20 years of experience with consumer products manufacturing and retail companies around the world. With unmatched experience serving the sector, we leverage our extensive market knowledge to help you reduce costs and improve efficiencies.

Customer Care Services

- Activations
- Business Intelligence
- Collections
- Customer Relationship/Loyalty Program Management
- Customer Service
- Dispatch
- Impact Calls
- Order Entry
- Payment Processing
- Product Lifecycle Support
- Retention
- Sales
- Self-Service (Web, IVR)
- Technical Support
- Upgrade and Welcome Calls

Our Competitive Advantages

While our competitors offer outsourced business processes, we deliver outsourced business performance. Retailers choose us because we provide the results they demand. We transform non-core tasks into bottom-line gains by performing processes better, faster and more efficiently.

Our Services

Through our comprehensive administration services, we help you maintain control of mission-critical processes. We also provide customer service, B2B support and customer loyalty support – and all through our customer care offering.

Transactional Services

- Accounts Payable Processing
- Data Capture
- Distributed and Central Image Capture
- Document Digitization
- Document Recognition, Preparation and Scanning
- Image Storage and Retrieval
- Intelligent Queue, Exception and Post-Processing
- Mailroom (Inbound/Outbound)
- Online Solutions
- Payment Processing
- Total Document, Content and Record Management
- Systems Engineering and Integration
- Workflow and Application Development

About ACS

ACS is part of Xerox's \$22 billion global enterprise with 136,000 employees serving our clients in 160 countries.

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

Your Business Transformation Partner

Our retail and consumer products clients turn to us for innovative solutions that meet their needs and transform the way they do business.

We're the leading provider of diversified, end-to-end business process outsourcing (BPO) and IT solutions to commercial and government clients worldwide.

We deliver superior BPO and IT services to clients in all major industries, including:

- Communications
- Education
- Energy
- Financial services
- Government
- Healthcare
- Insurance
- Manufacturing
- Retail
- Transportation and travel.

CEX 360

We help organizations tackle one of the biggest challenges in business today – the fragmented customer experience. Our CEX 360 approach tears down the walls that exist between internal departments to maximize each customer touchpoint, driving higher customer satisfaction and loyalty while reducing overall delivery expense.



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