

# ACS in Pharmaceutical Solutions

During the past decade, the pharmaceutical business has become incredibly complex, leaving many traditional approaches behind. Industry executives are now performing a monumental balancing act: maintaining strong research pipelines while seeking ways to operate more effectively and efficiently.

As you streamline your business model, strict cost control measures and innovation are front and center of your strategy. Never has it been more critical to maintain focus on your core competencies than it is now.

## How Business Process Outsourcing Can Help You

We can help you maintain your focus on core competencies. And we can reduce your costs by providing multiple services through a single, flexible strategic partner. Our services help you compete in the Primary Care and Specialty markets by:

- Reducing the cost of serving in these markets
- Significantly reducing your SG&A (Selling, General and Administrative Expense)
- Leveraging innovative technology
- Engaging physicians on their terms
- Capitalizing on cross-selling opportunities.

## Our Business Process Outsourcing Expertise

We have the experience, expertise and resources to execute. We treat our relationship with you as a strategic partnership – one that leverages each other's strengths to create leading, innovative solutions. Our core competencies include:

- Customer Care
- Mailroom Services
- Data Center Management
- Global and Domestic Integrations and Transformations
- Print and Fulfillment
- Innovative IT Platforms
- Claims Processing.

## Our Pharmaceutical Solutions

- Global IT Integration
- Virtual Sale Solutions/Centers

- Customer Care Center
- Patient Adherence/Loyalty Programs
- Print and Fulfillment Solutions
- Digital Asset Management
- HIPAA-Compliant

## Our Differentiators

- Flexible Support Solutions
- Global Capabilities
- World-Class Technology
- Superior Quality Management
- Transition Process Expertise
- Dynamic Online Reporting
- Security and Confidentiality Best Practices
- Innovative Staffing and Compensation Models

## Recognition

- Seven-Year Quality Award Winner
- Five-Year ACCE Award Winner
- CIAC Pacesetter Award
- J.D. Power Call Center Certification
- #1 Top 10 Comprehensive F&A Vendors Worldwide, Gartner
- #1 Best Managed Global Outsourcing Vendor, Brown-Wilson Group Global Outsource Survey
- #1 Best BPO, Outsourcing Excellence Award, Outsourcing Center
- #1 Best-Performing Managed Services

## About ACS

ACS is part of Xerox's \$22 billion global enterprise with 140,000 employees serving our clients in 160 countries.

You can learn more about us at [www.acs-inc.com](http://www.acs-inc.com).

## Contact Us

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