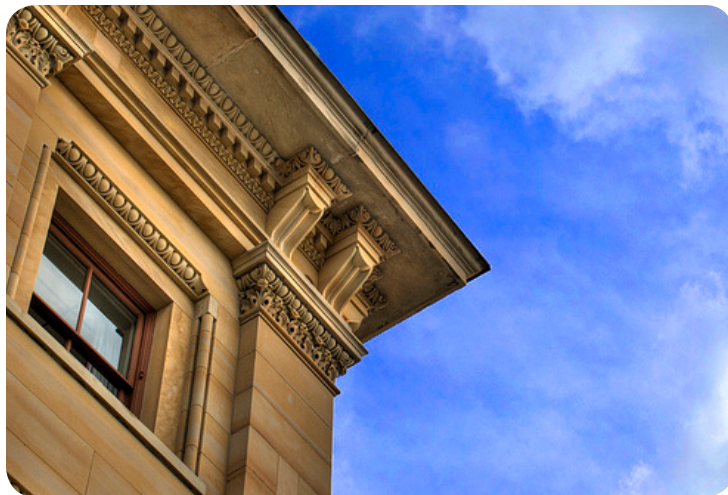


Federal Solutions At A Glance

ACS, A Xerox Company, is a global leader in business processing and information technology services. We offer a full range of end-to-end solutions. They're implemented and managed by a team of subject matter experts, ensuring quality, flexibility, and controlled costs.

We enable you to concentrate on your core mission operations, while responding to rapidly changing requirements. And now as a part of Xerox, we bring a wider array of technological solutions to federal document and communication management initiatives.



Why Choose ACS, A Xerox Company?

- Operational excellence that provides uninterrupted service for your constituents, maximizes cost effectiveness, and provides strong management control
- Geographic distribution and technology that enables the flexibility to support surge requirements for fluctuating volumes
- Applied innovation, implementing powerful new technologies directly applicable to your agency's mission
- Orchestrating the convergence of Business Process Solutions with IT strategies and resources seamlessly so that government agencies can remain agile and responsive to changing businesses requirements
- Integration of commercial best practices with government requirements to dramatically enhance program performance by leveraging individual and collective process efficiencies to achieve improved user experiences

Our Federal Clients

More than 25 federal agencies have selected ACS and Xerox to meet their business process and information technology needs. The list is always growing, but some client agencies include:

- U.S. Department of Education
- U.S. Department of Labor
- U.S. Social Security Administration
- U.S. Department of the Treasury
- U.S. Department of Veterans Affairs
- U.S. Department of Homeland Security
- U.S. Department of Health and Human Services
- Defense Finance and Accounting Service
- Department of the Army

Smart Federal Solutions

Information Technology Services

Developing and imparting forward-thinking IT solutions which ensure accelerated growth, continuity, security, and improved collaboration tools while improving productivity and innovation and reducing cost.

- IT Helpdesk Solutions, including innovation through the ACS Management Platform (AMP)
- IT Managed Services (to include managed mobile/edge devices)
- Data Center Consolidations
- Cloud/Virtualization
- IT Security
- Application Services, including remote hosted desktop services

Transaction Processing

Providing federal agencies with the expertise and technology to assure balanced, predictable and immediate response to user requests, and increase transaction processing speed with data conversion and workflow management tools.

- Electronic Payment Card Services: Eliminate check printing and mailing costs by disbursing recurring payments via secure, convenient cards usable wherever debit cards are accepted. ACS serves millions of cardholders, disbursing \$25 billion through electronic payment card programs.
- Electronic Time and Attendance Management Systems
- Electronic Benefits Transfer
- Claims Processing and Medicare pricing conversion
 - Current healthcare contracts in 35 states
 - More than 35 years' experience in the healthcare industry
 - Serving 9 of the top 10 managed care health plans, ACS provides 99.5 percent data quality and reduces processing costs by up to 50 percent
 - We manage thousands of VA education assistance claims per day by expediting processing and payments since November 2009, clearing 90,000 backlog claims
 - We process 550 million Medicaid claims each year, totaling \$50 billion in provider payments
 - We process 6 million medical claims annually for federal workers' compensation programs

Customer Care

Improve user experience, call tracking and management while handling enrollment, inquiries, and information dissemination cost effectively.

- ACS performs 260 million constituent care transactions annually from 90+ locations
- 140 U.S.-based and international call centers
- 33,000+ contact center professionals
- 1.5 million customer contact transactions daily
- 50 million IVR minutes handled monthly
- 45 million customer contacts—calls, email and chat—monthly for Federal clients
- 30 million government healthcare calls annually from recipients and providers
- Voice, e-mail, live Web-based chat capabilities

Additionally:

Communications and Marketing Services (Xerox)

- Tools and processes designed to improve the performance of constituent communications
- Efficiencies resulting in increased productivity and lower costs
- Increased constituent satisfaction by delivering relevant and responsive information through multi-channel communication vehicles

Loan Servicing

Transforming the higher education landscape through technology and best practices in both constituent student services and the commercial industry for decades.

- Call Center Operations
- Collections
- Document and Workflow Management
- Transaction Processing
- Customer Self-Service tools
- Financial Operations and Reconciliations
- IT Delivery and Security
- Loan Consolidation
- Outreach and Education

For the Department of Education, we currently service 13 million active borrowers and a portfolio of \$200 billion in loans, handling 75 million billing statements and notices, 15 million e-mail communications, and 20 million phone calls per year.

Document Management

Consolidate and streamline your process by converting documents to images at the point of receipt, lowering costs while improving accuracy, portability, and security.

- For federal agencies alone, ACS processes more than 300 million documents per year
- ACS processes 11 million mailroom documents per day, with up to 340 distinct document types per client
- ACS hosts 1 billion mortgage loan images and scans more than 270 million pages annually

Additionally:

- Enterprise Print Services (Xerox)
 - A robust portfolio of Print Services can be matched to the specific needs of government agencies on an enterprise scale—helping to reduce costs, enhance employee productivity, secure data and documents, and achieve environmental sustainability goals

Selected Awards

- #1 Best-Performing Managed Services Provider, Global Services 100
- #1 U.S. company in Inbound Teleservices, Customer Inter@ction
- Top 100 Most Innovative Companies, BusinessWeek
- Top 100 Federal Prime Contractors, Washington Technology

ACS Prime Contract Vehicles

- GSA 36 (GS-03F-0015V) – Imaging and Mailroom Services
- GSA 70 (GS-35F-0278W) – IT Professional Services
- GSA 70 (GS-35F-0325V) – IT Professional Services
- GSA MOBIS (GS-02F-0167N) – Course Development & Test Admin
- CMS CCO – Call Center Operations
- CMS MIC Review of Provider – Medicaid Integrity Data Analysis

ACS is also a subcontractor on several department and agency specific contract vehicles covering Civilian, Defense, and Homeland Security. Numerous QMS, security and industry-recognized certifications and compliance to include: FISMA, FISCAM, SSAE16, CMMI Level 3, ISO 20,000, Lean Six Sigma, ITIL v3, and PCI.



A **xerox**  Company