

# Supporting the three screens

## Always on, always connected

Today consumers expect complex devices to be seamlessly interconnected and available any time, any where. How do you support this converging world? You connect with Xerox.

In this integrated world, device manufacturers and broadband providers all need one single, connected partner. Xerox does it all – we’re always on and we’re always connected.

### Global Solution Provider

Xerox delivers a consistent business model across our 100 global facilities to support companies as they expand into new regions and countries. As a global partner, we combine proven best practices with our operational excellence model to deliver dependable service no matter the location or language being supported.

Providing world class contact center services is not “Rocket Science,” it comes down to hiring agents that fit the specific job profile, putting them in a contact center that is culturally aligned with your brand, in-depth training on your products and access to knowledgebases and websites with the most update information.




### Broadband Service Providers

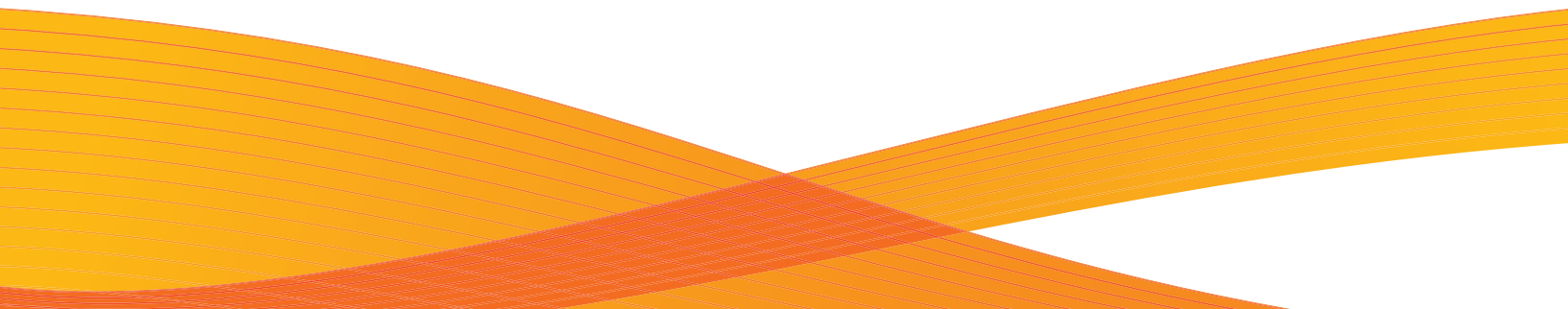


### Service Delivery

As a partner, Xerox delivers tangible bottom line results to clients through increased sales, higher quality support and increased customer satisfaction around the clock, around the world through a multi-medium format that includes:

- Voice
- eMail
- Chat
- Web
- IVR

PC	 Device Sales & Services	Support
TV	 Device Sales & Services	
Phone	 Device Sales & Services Voice & Data Service Package	
		<ul style="list-style-type: none"> <li>• Sales</li> <li>• Customer Care</li> <li>• Tech Help</li> <li>• Customer Loyalty</li> </ul>



## Full Life Cycle Support

Xerox supports the entire lifecycle from product sales, customer service and technical support.

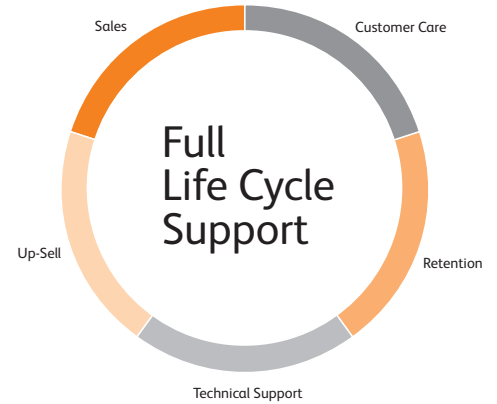
**Sales** – We offer inbound sales programs using a targeted, needs-based approach to improve customer satisfaction and increase client market share.

**Customer Care** – We provide customer care services through agent-driven and self-help avenues. Our customer care programs include post-sale follow-up and service, product inquiries, fraud and crisis management, billing questions, and customer loyalty preservation.

**Retention** – Our approach to retention and customer relationship management is simplistic, but it works. We listen. We listen to the customer, effectively solve their problem, listen some more, and ensure that they are pleased with every aspect of the interaction with your company.

**Technical Support** – We deliver technical support through highly trained agents with the use of world class processes and tools to diagnose and resolve problems on the first pass. We offer dispatch and dispatch avoidance services to significantly reduce cost; along with remote controlled technical support. We support consumer electronics, software applications, wireless and broadband services.

**Up-Sell** – Our agents earn the right to sell by resolving all of your customer’s issues first. They are trained in the art of selling and to recognize nuances within conversations that signal an even greater opportunity. Once your customer’s issues are fully resolved, Our agents move into needs based selling to fulfill their needs and improve the connection to your brand.



	Electronics	Hardware and Software	Broadband
Client	Industry leading computer and consumer electronics provider	Premier consumer products company specializing in hardware and software for the home and office	Pioneer in Internet satellite access
Challenge	Need technically savvy support for cutting edge products	Reduce costs while meeting strict client service levels	Integrate selling processes and technical skills to increase sales
Solution	1000 agents providing advanced technical support	Insourced Xerox operations within client facility	Facility and home based agents supporting voice calls and chat sessions
Results	Xerox #1 CSAT Vendor	Decreased overall program costs by 20 % and increased CSAT by 17 %	Cut cost 30 % and increased sales yield 50%

