

ACS Global IT Outsourcing

At A Glance

Managing your IT infrastructure so you can focus on your core competencies



Technology is vital to every organization. However, managing that technology seemingly becomes more complex every day. Our IT Outsourcing (ITO) solutions relieve businesses and government entities from that burden, enabling our clients to increase efficiencies, reduce operating costs, and gain a competitive advantage through technology.

Our specialty is the design, development, and delivery of flexible IT solutions, mapped to our individual clients' needs and standards. Our world-class infrastructure is supported by 15 data centers located worldwide, with Enterprise Command Centers (ECCs) in the United States, Mexico, and India. Our proven results have earned us awards and industry recognition. More importantly, they've had a positive impact on our clients' success.

Our Global IT Services Portfolio

We offer an extensive Global IT Services portfolio to enable our customers to reduce costs, optimize availability and achieve measurable results.

IT Consulting Services

Our experts leverage deep category knowledge and market insight to help you make the right technology investments, mitigate risk and drive down costs. As a company that has IT at our core, we can provide the recommendations and roadmap you need to meet your goals. ACS' IT Consulting Services focus on these key areas: Risk Management, Managed IT Procurement, Telecommunications Expense Management and Asset Management. Our Asset Management program alone can reduce overall IT cost of ownership by 10 to 15 percent, while improving operational efficiency.

Application Services Management

ACS provides end-to-end applications services, including planning and solution design, development and implementation, hosting and management, maintenance and support, with more than 6,000 employees dedicated to application development and maintenance worldwide. Our staff can supplement your personnel, co-manage applications or manage an entire applications set for you, ranging from custom and legacy applications to the latest web-based and packaged ERP solutions.

We also give you the option of modernizing your legacy applications into Web-based applications. Not only is this a much more cost-effective option to deploying a new application set, but it also can reduce go-forward hardware, software and labor costs by as much as 40 percent.

Contact Us

ACS ITO Outsourcing

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About ACS

ACS is part of Xerox's \$22 billion global enterprise with 130,000 employees serving our clients in 160 countries. We bring innovative offerings to clients in the communications, education, financial services, government, healthcare, manufacturing, retail, and travel and transportation sectors. You can learn more about us at www.acs-inc.com.

Technology Infrastructure and Transformation Services

ACS' Technology Infrastructure and Transformation Services leverage our worldwide network of data centers, help desks and managed storage facilities to keep your daily operations up and running. We use our resources, expertise and vast technological investment to support our clients in a variety of ways. These include mainframe management, help desk/service desk management and enterprise storage, as well as desktop outsourcing and network services. Additionally, ACS offers a Remote Infrastructure Management option, where you retain control of your IT assets, but engage ACS to manage that infrastructure remotely.

Advanced Technology Solutions

At ACS, we realize that a managed solution isn't always an option. Our Advanced Technology Solutions provide a number of pre-packaged technology offerings that our clients can deploy in their in-house environments. We have partnered with several leading hardware, software, and telecom companies to create this solution portfolio, which includes options for business continuity, storage, desktop strategy and unified communications.

These packages solve some new, emerging business challenges. For example, ACS' telecom solutions include an option for expense management, enabling you to reduce costs by taking advantage of preferential telecom rates and more effective asset management. Our power management solution is a part of our Green IT portfolio, designed to help you effectively manage the energy consumption of every networked PC. Typically, this solution reduces each desktop's power usage by as much as 60 percent, which translates into \$25 to \$60 saved per computer per year.

Innovation and Cloud

Web 2.0 has ushered in an era of virtualization, on-demand IT services, increased automation and service integration. In response, ACS has created ACS Management Platform (AMP). AMP consolidates service delivery into a unified, standardized ITIL V3.0-capable platform that will serve as the foundation for new innovation and cloud offerings, including the following:

- **Virtualization** – Our virtualization services enable you to increase bandwidth, storage and server capacity by optimizing resources within your IT infrastructure. Our virtual desktop solutions also enable you to centralize desktop management to reduce costs by as much as 10 percent.
- **Enterprise Cloud** – Our secure cloud offerings enable customers to increase server, storage, and network capacity on demand—using a web-based, self-service tool—lowering costs and reducing procurement times from weeks to 24 hours. Services can be delivered through the best combination of public and private cloud resources.

INDUSTRY RECOGNITION

- No. 1 – Best Performer: IT Infrastructure Services
- No. 1 – Best Performing Managed Services Provider, Global Services 100
- No. 5 – Fortune's Most Admired Companies, IT Service
- No. 6 – InformationWeek 500, Most Innovative in the IT Industry
- No. 3 – BusinessWeek's Best Performing Computer Services Company



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