

Commercial Services Facts and Figures

What We Do

- Serve the top 10 banks in the United States – processing 4.5 million feet of film annually, capturing more than 360 million documents and retrieving nearly four million images annually
- Process transactions for nine of the top 10 managed care health plans – a total of 240 million claims annually – providing 99.5 percent data quality and reducing processing costs by up to 50 percent
- Process more than one million billing documents every night for a worldwide shipping and logistics firm; we've shortened its billing cycle from 20 days to six, improved information turnaround from two weeks to 24 hours, reduced client billing staff from 14,000 to 4,000 and achieved 99.5 percent accuracy rates
- Service nearly 10 million federally guaranteed student loans, totaling more than \$128 billion, through our relationships with more than 1,000 U.S. universities and colleges
- Disburse more than \$2 billion in financial aid annually, while managing student financial aid functions at more than 50 higher-education campuses, for more than 200,000 students
- Process more than 14 million applications annually for five major credit card companies
- Process more than 55,000 million instructions per second (MIPS) at our mega-centers, and operate more than 18,000 mid-range systems and servers
- Provide HR services to over three million employees and retirees in more than 80 countries and 20 languages worldwide
- Perform more than 260 million customer care transactions annually from more than 89 global locations, supported by voice, e-mail and live Web-based chat capabilities
- Provide customer care to the wireless telecommunications industry, supporting our clients with more than 7,000 agents handling 25 million calls annually from more than 20 global locations
- Handle more than 45 million calls annually for help desks in North America
- Provide services for seven of the top 10 Blue Cross/Blue Shield companies
- Generate more than \$210 million annually in healthcare payment recoveries for our payer industry clients, serving nearly 50 million members

- Host more than one billion mortgage loan images, and scan more than 277 million pages annually
- Process more than 360 million transactions annually for 11 major passenger airlines, including international carriers
- Handle more than 10 million travel transactions annually – including customer care and technical support inbound calls, e-mails and live Web-based chats – for leading e-travel services providers
- Provide centralized and distributed document imaging and data capture services for more than 700 trucking companies across the U.S., including eight of the top 10 carriers, who account for more than 13 million truckloads annually

Benefits We Provide

- Proven solutions
- Industry expertise
- Best practices
- Process Re-engineering
- Global resources
- Risk mitigation
- Business continuity

Recognition We've Earned

- #1 HRO Vendor, *The Black Book of Outsourcing*
- #1 Best BPO Outsourcing Excellence Award, Outsourcing Center
- #1 Best-Performing Managed Services Provider, Global Services 100
- Tops in Who's Who in State and Local Markets, *Washington Technology*
- #4 Best ITO Vendor, *The Black Book of Outsourcing*
- Top 100 Federal Prime Contractors, *Washington Technology*
- #2 Best-Performing BPO Providers, Global Services 100
- #1 U.S., #4 Global – Inbound Teleservices, *Customer Inter@ction*
- Top 4 "Positive" Rating – MarketScope for HR BPO Services, Gartner
- #1 Top 10 Mid-Market BPO Suppliers, Everest Research
- #1 Top 10 Comprehensive F&A Vendors Worldwide, Gartner
- #1 Prepaid Processor in the U.S., MasterCard International
- "Best in KLAS" ranking for Professional Services: Financial Implementation Principal, 2007

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