

ACS in Customer Care



A **xerox**  Company

Why outsource your customer care services?

Simple: to achieve the highest levels of customer service and technical support at the best value.



Customer retention and satisfaction are critical to the success of your business. But managing customer service efforts can be a drain on company resources. By outsourcing these functions to us, executives are realizing:

- Quality and efficiency improvements
- Competitive gain
- Measurable savings.

To address your specific customer care needs, we offer a unique combination of:

- Customized solutions
- Qualified talent
- Global capabilities
- Proven methodologies
- Specialized technology.

Customer Care Is Our Business

Outsourcing your contact center applications, or changing your current provider, can be a complicated and risky proposition. It's imperative to select a provider with the industry experience to proactively manage your business – and the flexibility to meet your customized requirements.

We are that, and more. We began providing outsourced customer care services in 1989 in select centers. Since then, we've expanded to 121 domestic and offshore customer interaction centers, which offer support in 20 languages.

With nearly 34,000 Customer Service Representatives (CSRs), we manage a wide range of service, sales and technical support for large global programs.

We handle more than one million customer interactions daily in our state-of-the-art facilities. We employ cutting-edge technology to provide live CSR support via:

- Telephone
- E-mail
- Web chat
- Mail response
- Automated self-help capabilities.

We provide all these services for a blue-chip client list, including many in the financial services industry.

ACS in Customer Care

Our Customer Care Services

- Activations
- Business intelligence
- Catalog sales
- Collections
- Customer service
- Dispatch
- Impact calls
- Loan origination
- Order entry
- Product lifecycle support
- Retention
- Sales
- Self-service – IVR/Web
- Technical support
- Upgrade calls

How We Can Help You Improve Customer Care

Poor customer service can cost you business. While clients may not remember the exact words exchanged during an interaction, they'll remember the overall experience.

We understand the service quality standards required of contact center operators. So our contact centers provide the highest level of customer care and quality.

We create customized solutions to meet your needs, delivering service excellence with each customer interaction. You can choose from a variety of customer care services. Our trained, experienced staff aligns with your industry or business requirement.

We also offer dedicated contact centers for specific vertical industries and core technologies. We maximize technology by combining IVR and CSR, to ensure they're both working hand-in-hand to give your customer the best experience possible – and ultimately save you dollars.

Our Customer Care Differentiators

- Accent neutralization and culturalization
- Center for Customer Care Excellence (C3E)
- Dedicated Strategic Business Units (SBUs)
- Flexible support alternatives
- Global capabilities
- Achievement Based Compensation (ABC)
- Superior quality management
- Transition process expertise
- World-class technology (LMS and grASP™)

Our Customer Care in Action

- More than a decade of domestic customer care center expertise
- Unmatched offshore site-deployment experience
- 121 domestic and international contact centers
- Proprietary tools and award-winning products
- 1,000,000+ transactions per day
- 34,000 contact center professionals
- 20 languages supported
- 24/7 service

Recognition

- Seven-Year Quality Award Winner
- Five-Year ACCE Award Winner
- CIAC Pacesetter Award
- J.D. Power Contact Center Certification

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.



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