

Federal Solutions At A Glance

ACS is a global leader in business processing and information technology support. We offer a full range of end-to-end solutions 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.

Our Federal Clients

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

- Department of Education
- Department of Labor
- Social Security Administration
- Treasury Department
- Veterans Affairs
- Department of Homeland Security
- Department of State
- Pension Benefit Guaranty Corporation (PBGC)
- Social Security Administration
- Administrative Office of the U.S. Courts
- Defense Finance and Accounting Service

Smart Federal Solutions

Mailroom and 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.

Transaction Processing

Increase transaction processing speed with data conversion and workflow management tools

- 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
- Current healthcare contracts in 35 states
- 38 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
- 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.

Constituent 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
- 115 US 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
- Gartner recognizes ACS in the leaders quadrants for both contact center and IT helpdesk outsourcing
- Voice, e-mail, live Web-based chat capabilities.

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
- As a subcontractor to Comerica Bank, ACS provides card issuance and management services for the national Social Security benefit card.

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

Contract Vehicles

- GSA Schedule 36, Contract Number GS-03F-0015V
- GSA Schedule 70
- CMS CCO (ACS Federal Solutions prime)
- CMS ESD Small Biz (subcontract to Alta Systems)
- CMS MIC Review of Provider (ACS Healthcare Analytics prime)
- DISA ENCORE II (subcontract to TranTech)
- FDIC (ACS Federal Solutions prime)
- GSA Alliant (subcontract to Ultra Technologies)
- GSA Schedule 874 MOBIS (Intellinex Prime) (a.k.a. ACS Learning Svcs)
- TMA D/SIDDOMS III (subcontract to Evolvent, PSI and Vangent)



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