

ACS in Financial Services

As outsourcing becomes a common business practice, financial services companies like yours realize they need to find a strategic partner to gain competitive advantage.

Outsourcing is no longer simply a tactic to reduce costs; it's become a long-term business strategy for improving efficiency, quality and customer satisfaction.



A strong outsourcing partner will allow you to take advantage of:

- Flexible solutions that meet your specific needs
- A broad global footprint to reduce costs
- Vertical expertise to ensure best practices
- Proven business process re-engineering to truly transform your business.

We have long served the financial services industry, and we understand the challenges you face today:

- Lack of focus on core competencies
- Outdated technology and processes
- Limited resources

All these result in wasted dollars, inefficiency and loss of valued customers.

We have a track record of successfully helping financial clients to:

- Evaluate their current state
- Efficiently adopt new processes and technologies
- Dramatically improve business operations.

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Our Services

We enable you to achieve business goals with our proven end-to-end business process outsourcing (BPO) solutions, whether you're looking to:

- Improve turnaround time in your mailroom operation
- Streamline the human relations department
- Upgrade your IT platform
- Improve customer retention
- Reduce cycle time in your origination operation

We can customize a solution to fit your business requirements with any of the following:

- Day Two Operations
- Credit Application
- Credit Card Customer Care
- Educational Loan Servicing
- Investment/Brokerage
- Consumer Loans
- Mortgage Loans
- Auto Finance
- IRA and Keough Records
- Signature Card
- Lease Administration
- Check Photo Retrieval

Financial Markets We Serve

- Banks
- Brokerage and Investment Firms
- Credit Unions
- Government Agencies
- Insurance
- Real Estate

Our Credentials

- A Xerox company
- 40+ years supporting banks and credit card issuers
- Top 15 Fortune 500 commercial banks
- Six of the top 10 credit card issuers
- Largest student loan servicer in the U.S.
- One billion mortgage loan images hosted; 25 million pages per month
- 15 million rolls of film stored (375 billion checks)
- One million check retrievals per month
- 1,200 customer care agents supporting our financial clients
- Eight million calls per year for credit card issuers
- Leading provider of fully diversified end-to-end BPO and IT solutions to commercial and government clients worldwide
- Superior BPO and IT services to clients in all major industries, including:
 - Communications
 - Education
 - Energy
 - Financial services
 - Government
 - Healthcare
 - Insurance
 - Manufacturing
 - Retail
 - Transportation and travel

We can create better business for your organization.

Benefits to You

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

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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