

# ACS Home Agent Solution

Today's organizations are challenged to reduce costs and increase productivity – while demonstrating conscious concern for the environment.

Home-shoring is a practical solution to these challenges. ACS's Home Agent Solution boosts productivity cost-effectively, and offers clear environmental benefits.



## The Home Agent Difference

We began providing Home Agent programs over 30 years ago. And we believe as strongly today as we did then in the value of this virtual solution. Our Home Agent Solution delivers real relief to companies faced with business challenges such as:

- Skyrocketing facility and energy costs
- Waning customer loyalty
- Low employee morale
- Sub-standard productivity
- High turnover
- Flexible disaster recovery.

We have a deep understanding of the complexity of an in-home program. And we've developed exacting security and resource management measures to ensure that our Home Agent Solution meets your needs. Our solutions are delivering top-notch customer service in a wide variety of public and commercial industries, including government, finance, healthcare, travel and education.

## Our Services

- Customer care
- Data entry
- Data verification
- Image tagging
- Quality control
- Systems development

## Benefits to You

- Increased productivity and quality
- Expanded geographic resource pool
- Improved employee morale
- Mature professionals
- Schedule flexibility
- Reduced turnover

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## Our Security Measures

Data security and privacy are critical in every client relationship. So we are diligent in enforcing strong risk mitigation protocols for our Home Agent programs.

We leverage secure technology platforms. We select only proven employees for in-home roles. And we apply rigorous network and computer oversight to all programs, which encompass:

- PGP encryption
- Secure Web application or Citrix environment (centralized control)
- Virus protection updates pushed from centralized data center
- Secure VPN access to internal resources
- Client data reside on our server – not on agent workstations
- Technicians configure and maintain agent workstations
- Technology restrictions disable printing and data storage
- Strong password protection for workstations and all applications
- Comprehensive HIPAA training and communication
- Home physical security standards
- Thorough background checks.

## Our Pay-for-Performance Program

Our Home Agent programs benefit from our Activity Based Compensation (ABC) model. This incentive pay structure rewards self-starters who work independently; employees automatically earn more for increased performance and quality. With the self-managing nature of ABC, we attract and retain the best people and strongest performers.

## A Home Agent Success Story

**Client:** NWA.com

**Pilot:** April 2006 – four agents; expanded to 170 agents in two years

**Service:** Customer Care

**Result:** Highly motivated, empowered agents delivering measurable results

**Benefit:** The program drives improved performance for the In-Office program. Agents are motivated to achieve higher productivity standards for the opportunity to work from home.

- SLA Performance
  - Productivity up 25 percent
  - Quality up 15 percent
  - ACW time improved 60 percent
- Projected annualized savings: \$324,000
  - Savings per resource/month
    - > Attrition: \$4,00
    - > Supervisor reduction: \$3,400
  - Real estate costs: \$250
  - Monthly attrition: 3 percent In-Home vs. 10 percent In-Office
- No issues with data privacy or security
- High morale

## Our Current Initiatives

- 100 percent attrition backfilled with in-home agents
- Virtual training model developed with local MBA team
- In-Home Solution is an integral piece of division's growth



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