



# ACS Mexico

## Our Goal Is Service



A **xerox**  Company

**ACS Mexico is the offshore operation that is closest to the heart of ACS...and the rest of the world.** Spanning four sites – in Hermosillo, Juarez, Monterrey and Reynosa – our Mexico operations encompass nine facilities employing more than 5,000 people and serving nearly 100 clients.

# Hermosillo Operations

## Fast Facts

Opened: 1996

Staff: approximately 250

## Industries Supported

- Financial Services
- Healthcare
- Insurance
- Transportation

## BPO Services

- Delivery transaction processing
- Credit card applications
- Health insurance claims
- Payroll/HR services

## Region

- Mexico's second-largest state
- Hermosillo population: 701,000
- Official language: Spanish
- Borders:
  - Nogales: Nogales, AZ
  - Agua Prieta: Douglas, AZ
  - San Luis Rio Colorado: San Luis, AZ
  - Sasabe: Sasabe, AZ
  - Naco: Naco, AZ
  - Sonoyta: Lukeville

# Mexico City Operations

## Fast Facts

Opened: 2004

Staff: approximately 200

## Industries Supported

- Technology
- Healthcare

## BPO Services

- Transportation processing
- Call center
- IT support

## Region

- Capital of Mexico
- Mexico City and 27 surrounding municipalities make up the second largest metropolitan area in the world
- Population of 18,100,000+ and 8.5 million in Mexico City proper
- Covers more than 900 square miles
- Financial, political and cultural center of Mexico
- Located in central Mexico
- Official language: Spanish

# Juárez Operations

## Fast Facts

- Plants: 4
- Staff: Approximately 2,800

## Industries Supported

- Communications
- Financial Services
- Healthcare
- Insurance
- Education
- Transportation and Travel

## BPO Services

- Transaction processing
- Back-office services
- IT
- Call center
- Offshore mailroom

## Region

- Borders U.S. sister city – El Paso, TX
- Mexico's fourth-largest city
- Population: 1,313,000
- Official language: Spanish

## Plant 1 (Owned)

- Building Area: 63,906 sq. ft.
- Land Area: 252,897 sq. ft.
- Electrical Power: 1,000 kVA substation capacity
- Backup Power Generator: two units; 350 KW and 1000 KW to support entire building
- Backup Power UPS Unit: 375 kVA to support all operations
- Area Available: 0 sq. ft.
- Loading Dock Area: dock door (fully equipped), ramp
- Address: 2170 de las Torres Ave., Salvarcar Industrial Park, C.P. 50810

## Plant 2 (Owned)

- Building Area: 69,464 sq. ft.
- Land Area: 175,570 sq. ft.
- Electrical Power: 1,250 kVA substation capacity
- Backup Power Generator: 1,000 KW to support entire building
- Backup Power UPS Unit: two units; 50 kVA and 75 kVA, to support critical operation equipment
- Area Available: 7,482 sq. ft.
- Loading Dock Area: two dock doors (fully equipped), ramp
- Address: 960 de las Industrias Ave., A.J. Bermudez Industrial Park, C.P. 32470

## Plant 3 (Owned)

- Building Area: 45,732 sq. ft.
- Land Area: 102,668 sq. ft.
- Electrical Power: 800 kVA substation capacity
- Backup Power Generator: two units to support entire building
- Backup Power UPS Unit: 100 kVA to support critical equipment
- Area Available: 0 sq. ft.
- Loading Dock Area: two dock doors, ramp
- Address: 1658 Cloro Street, Altavista, C.P. 32120

## Plant 4 (Lease)

- Building Area: 91,952 sq. ft.
- Land Area: 248,987 sq. ft.
- Electrical Power: 1,500 kVA substation capacity
- Backup Power Generator: two units, 500 KW each, to support the entire building
- Backup Power UPS Unit: 320 kVA to support operation
- Area Available: 17,495 sq. ft.
- Loading Dock Area: six dock doors, fully equipped
- Address: 1051 Antonio J. Bermudez Ave., Antonio J. Bermudez Industrial Park, C.P. 32470

## Operations:

- All import-export operations are made via El Paso/Juárez
- Average of 14,000 lbs. of documents cross the border every day to be processed in Juárez
- 12 vans and three midsize trucks importing documents from U.S. Postal Service, carriers and airlines
- Strict certificated control in all import/export documents
- Drivers are strictly controlled by strong recruiting policies and reference checking, uniform and yearly doping procedures



# Monterrey Operations

## Fast Facts

- Facilities: 2
- Staff: Approximately 1,130
- 38 percent of employees have bachelor's degree or higher
- 100 percent of ITO and HCMS employees are bilingual
- 36 percent of BPO employees are bilingual
- Two percent annual turnover
- 0.01 percent annual absenteeism

## Industries Supported

- Communications
- Financial Services
- Insurance
- Transportation and Travel

## ITO Services

- Continuous availability support (450 employees)
- Systems engineering (mainframe, mid-range)
- Performance information
- Network services
- Accounting
- Messaging engineering
- Software licensing
- Learning services

## Human Resource Services

- Operations started April 2007
- 73 employees in B1 and B2
- HRO
  - Payroll processing
  - Manual check processing
- Global Learning
  - Content development
  - Training administration
- Recruiting
  - Candidate sourcing
  - Candidate screening
- Finance – IT
  - System administration
  - System reporting
- HRO – IT
  - Project management
  - Business review
  - Solution development

## BPO Services

- 10 years in operation
- 275 employees in B1
- Accounts payable, invoice processing
- Ground/air shipping management, tracking sheet data entry
- Mortgage documentation auditing, document matching
- International recruiting (11 employees)
  - Recruiting and selection for all ACS positions in Monterrey and Mexico City for BPO, HCMS, ITO and Vertical Markets

## Facilities

### San Nicolás de los Garza

- Land (Total): 99,431 sq. ft.
- Building: 32,220 sq. ft.
- Operations: ITO, HCMS, BPO

### Apodaca

- Land (Total): 272,091 sq. ft.
- Building: 44,515 sq. ft.
- Operations: ITO, HCMS

## Region

- Two hours from U.S. border (McAllen, TX, and Laredo, TX)
- Mexico's third-largest city
- Nuevo León state is third column of national economy
- Population: 3,806,400 (metro area)
- Official language: Spanish



# Reynosa Operations

## Fast Facts

- Start date: December 2008
- Facilities: 1
- Staff: Approximately 400
- Location: Reynosa Tamaulipas

## Industries Supported

- Communications (wireless)

## Human Resource Services

- Payroll processing
- Global learning
- Content development
- Recruiting
- Project management
- IT infrastructure
- Accounts payable processing

## Region

- 10 miles from U.S. border (Hidalgo, TX, and Pharr, TX)
- Represents 3.7 percent of Tamaulipas territory
- Population: 498,654
- Official language: Spanish
- Located strategically across border of Valley of Texas, one of fastest-growing urban centers in U.S.
- With northern neighbor, McAllen, TX, excellent “maquiladora” cities; efficient processing of large volume of all types of fruits and vegetables exported through area annually
- Seven industrial parks; many important Mexican and foreign companies: PEMEX, Schlumberger, Halliburton, LGE, Embotelladoras Arca, Motorola, Eaton, Nokia, Panasonic, Emerson, ARC Automotive, Corning Cable Systems



# About Our Mexico Sites

## Employee Benefits

- Savings Fund
- Social Security
- Life Insurance
- Major Medical Expenses
- Healthcare Consultation
- Transportation
- One Food by Day

## Security

- Compliance with all corporate physical and logical security policies
- Controlled access
- Criminal record check
- ID access cards
- 24/7 security guards
- Perimeter security fence
- 24/7 CCTV, alarms
- Intrusion detection system
- Empty containers and van inspection
- Company shipping and receiving areas restricted
- Import/export drivers uniformed
- Doping test for drivers
- Restricted areas signed
- Personnel recruitment written procedures
- Entrance and exit car trunk check

## Telecom Infrastructure

- Dual-fiber entrances into each building
- Each fiber entrance routes to a different CO for full circuit redundancy
- Circuit redundancy by carrier
- Quad DS3s international leased circuits to United States with two different carriers
- Core WAN equipment redundant with dual power supplies and dedicated to each circuit
- OC3 Internet access
- 375 kVA UPS capacity connected to diesel-powered power plant in case of emergency with local CFE
- Two Avaya S8700s with CM12 Sun Blade and G650 media gateway
- High redundancy with dual power supplies on core equipment
- Category 6E cabling for data and 5E for voice
- Structured and certified wiring into each facility; certified in writing by PANDUIT

## Business Anti-Smuggling Coalition (BASC)

- Voluntary, business-led alliance supported by the U.S. Customs Service
- Created to combat narcotics smuggling via commercial trade
- Corporate participants set self-imposed business standards to eliminate use of legitimate business shipments by narcotics traffickers to smuggle illicit drugs



## Customs-Trade Partnership Against Terrorism (C-TPAT)

- Joint government/business initiative to build cooperative relationships that strengthen overall supply chain and border security
- Recognizes that Customs can provide highest level of security only through close cooperation with ultimate owners of supply chain: importers, carriers, brokers, warehouse operators and manufacturers





## 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](http://www.acs-inc.com).



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