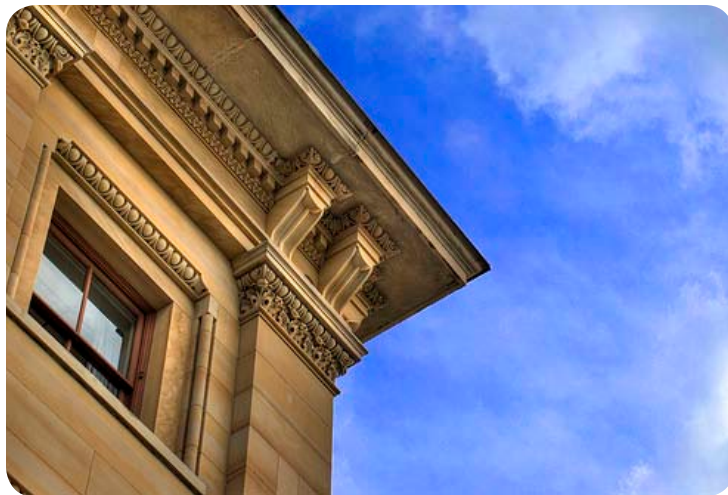


# Federal Solutions At A Glance

Xerox is a global leader in business processing and information technology services. We offer a full range of end-to-end solutions. They're 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 we bring a wider array of technological solutions to federal document and communication management initiatives.



## Why Choose Xerox?

- 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
- Orchestrating the convergence of Business Process Solutions with IT strategies and resources seamlessly so that government agencies can remain agile and responsive to changing businesses requirements
- Integration of commercial best practices with government requirements to dramatically enhance program performance by leveraging individual and collective process efficiencies to achieve improved user experiences

## Our Federal Clients

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

- U.S. Courts
- U.S. Department of Agriculture
- U.S. Department of the Army
- U.S. Department of Defense
- U.S. Department of Education
- U.S. Department of Health and Human Services
- U.S. Department of Homeland Security
- U.S. Department of Labor
- U.S. Department of the Navy
- U.S. Department of the Treasury
- U.S. Department of Veterans Affairs
- U.S. Social Security Administration

# Smart Federal Solutions

## Customer Care

Improve user experience, call tracking and management while handling enrollment, inquiries, and information dissemination cost effectively.

- We perform 260 million constituent care transactions annually from 90+ locations
- 140 U.S.-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
- Voice, e-mail, live Web-based chat capabilities

Additionally:

- Xerox Communications and Marketing Services
  - Tools, processes and efficiencies designed to improve the performance and productivity of constituent communications and reduce cost
  - Increased constituent satisfaction by delivering relevant and responsive information through multi-channel communication vehicles

## Transaction Processing

Providing federal agencies with the expertise and technology to assure balanced, predictable and immediate response to user requests, and increase transaction processing speed with data conversion and workflow management tools.

- Electronic Payment Card Services: Eliminate check printing and mailing costs by disbursing recurring payments via secure, convenient cards usable wherever debit cards are accepted. We serve millions of cardholders, disbursing \$25 billion through electronic payment card programs.
- Electronic Time and Attendance Management Systems
- Electronic Benefits Transfer
- Claims Processing and Medicare pricing conversion
  - Current healthcare contracts in 35 states
  - More than 35 years' experience in the healthcare industry
  - Serving 9 of the top 10 managed care health plans, we provide 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

- 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

## Loan Servicing

Transforming the higher education landscape through technology and best practices in both constituent student services and the commercial industry for decades.

- Call Center Operations
- Collections
- Document and Workflow Management
- Transaction Processing
- Customer Self-Service tools
- Financial Operations and Reconciliations
- IT Delivery and Security
- Loan Consolidation
- Outreach and Education

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.

## 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, we process more than 300 million documents per year
- We process 11 million mailroom documents per day, with up to 340 distinct document types per client
- We host 1 billion mortgage loan images and scan more than 270 million pages annually

Additionally:

- Xerox Enterprise Print Services
  - A robust portfolio of Print Services can be matched to the specific needs of government agencies on an enterprise scale—helping to reduce costs, enhance employee productivity, secure data and documents, and achieve environmental sustainability goals

## Healthcare

We provide leading-edge solutions to help you navigate the complexities and inefficiencies

that can present themselves in healthcare administration. With Xerox, fewer of your dollars go toward program administration, and more go toward the direct care of your constituents.

Among the services we provide are:

- Health Information Exchange
- Eligibility and Enrollment Services
- Pharmacy Benefits Management
- Electronic Health Records
- Case Management

## Information Technology Services

Developing and imparting forward-thinking IT solutions which ensure accelerated growth, continuity, security, and improved collaboration tools while improving productivity and innovation and reducing cost.

- IT Helpdesk Solutions, including innovation through the Xerox Management Platform (XMP)
- IT Managed Services (to include managed mobile/edge devices)
- Data Center Services
- Cloud (public, private, hybrid)
- EaaS, IaaS
- Managed Mobility
- Application Services, including remote hosted desktop services
- IT Security

## Xerox Prime Contract Vehicles

- GSA 36 (GS-03F-0015V) – Imaging and Mailroom Services
- GSA 70 (GS-35F-0278W) – IT Professional Services
- GSA 70 (GS-35F-0325V) – IT Professional Services
- GSA MOBIS (GS-02F-0167N) – Course Development & Test Admin
- CMS CCO – Call Center Operations
- CMS MIC Review of Provider – Medicaid Integrity Data Analysis

We are also a subcontractor on several department and agency specific contract vehicles covering Civilian, Defense, and Homeland Security. Numerous QMS, security and industry-recognized certifications and compliance to include: FISMA, FISCAM, SSAE16, CMMI Level 3, ISO 20,000, Lean Six Sigma, ITIL v3, and PCI.

