

# Location Overview

## U.K. and Ireland

With locations in the U.K. and Ireland, domestic and multi-national businesses can enjoy high levels of access to core business services, either onshore or offshore.

Our facilities serve clients, both locally and in over 40 countries with outsourcing services covering:

- IT
- Administration
- Human Resources
- Finance and Accounting.

ACS in Ireland was the launch pad for our ITO and HR services in Europe and today supports clients globally. We manage a state-of-the-art facility at the Cork Airport Business Park and host an international data centre in Dublin. These locations and those in the U.K., form part of our "Follow the Sun" network, which provides continuous 24/7 support on a global basis.

In the U.K., ACS ITO and Buck Consulting, an ACS company, give us tremendous delivery capability in IT and human resources respectively. Within the U.K., ACS ITO delivers IT infrastructure and related solutions from initial consultancy, analysis and design through to fully outsourced hosted or remote managed services and support incorporating multiple data centres and service centres.

Buck Consulting helps clients to solve complex HR issues such as building an innovative workforce, improving the performance of HR, managing the cost of human capital and complying with regulatory and legislative mandates.

### Across Europe

The U.K. and Ireland are two of the strategic European countries from which we deliver services across IT, HR, F&A and Customer Care. Our strength in this region is drawn from our work with leading firms in their markets, as well as from strategic acquisitions that provide even greater local delivery capability.

Globally, we pride ourselves on reliable services and great client relationships that are founded on long-term integrity and mutual respect. Our European centres service national and global organisations, who entrust their business functions to us. On their behalf, we deliver transparently and seamlessly 24/7. Our European centres have the depth of language skill and cultural understanding that is favored by many of today's most forward-thinking and results-focused organisations.

### Our Scope of Services

#### IT Outsourcing

- Remote and hosted managed services for servers and storage
- Virtualisation for servers and storage
- Data deduplication
- Data backup and recovery
- Managed network services
- Utility computing
- Business continuity
- Application management and monitoring
- Database management and monitoring
- Desktop and e-mail management
- Support services including hardware and software maintenance
- Consolidated support contracts
- Desktop break fix



#### Human Resource Services

- Compensation
- Consulting
- Defined benefit
- Defined contribution
- Employee development
- Employee service center
- Global mobility
- Health and welfare
- HR infrastructure systems
- Learning services
- Payroll
- Performance management
- Staffing and recruiting
- Transformation services

#### Finance and Administration

- Strategic advisory services
- Order to cash
- Procure to pay
- Employee payments
- General accounting
- Treasury and cash management

You can learn more about us at [www.acs-inc.com](http://www.acs-inc.com).