

# Xerox in Consumer Goods

More than ever, the consumer is clearly king. So technology and process automation have become increasingly important to merchants, who are looking to manage operations more efficiently, improve customer relationships and minimize costs.



As a result, adoption of outsourcing continues to increase, enabling companies to:

- Leverage vertical expertise and subject matter experts
- Improve customer service
- Reduce operating costs
- Access best-in-class technology, tools and processes
- Increase accuracy and timeliness.

We have 20 years of experience with consumer products manufacturing and retail companies around the world. With unmatched experience serving the sector, we leverage our extensive market knowledge to help you reduce costs and improve efficiencies.

## Customer Care Services

- Activations
- Business Intelligence
- Collections
- Customer Relationship/Loyalty Program Management
- Customer Service
- Dispatch
- Impact Calls
- Order Entry
- Payment Processing
- Product Lifecycle Support
- Retention
- Sales
- Self-Service (Web, IVR)
- Technical Support
- Upgrade and Welcome Calls

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## Our Competitive Advantages

While our competitors offer outsourced business processes, we deliver outsourced business performance. Retailers choose us because we provide the results they demand. We transform non-core tasks into bottom-line gains by performing processes better, faster and more efficiently.

### Our Services

Through our comprehensive administration services, we help you maintain control of mission-critical processes. We also provide customer service, B2B support and customer loyalty support – and all through our customer care offering.

### Transactional Services

- Accounts Payable Processing
- Data Capture
- Distributed and Central Image Capture
- Document Digitization
- Document Recognition, Preparation and Scanning
- Image Storage and Retrieval
- Intelligent Queue, Exception and Post-Processing
- Mailroom (Inbound/Outbound)
- Online Solutions
- Payment Processing
- Total Document, Content and Record Management
- Systems Engineering and Integration
- Workflow and Application Development

## Your Business Transformation Partner

Our retail and consumer products clients turn to us for innovative solutions that meet their needs and transform the way they do business.

They include:

- 7-Eleven
- Alcoa
- Heinz
- Steak and Ale
- Brother
- Priceline.com
- eBay
- General Motors
- General Electric
- Orbitz
- Coca-Cola
- Bennigan's
- American Standard
- McDonald's
- Office Depot
- Pepsi Americas
- Honeywell
- Ingersoll Rand
- Chrysler
- Miller Brewing Company
- Scotts
- Zale Corporation

We're the leading provider of diversified, end-to-end business process outsourcing (BPO) and IT solutions to commercial and government clients worldwide.

We deliver 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.

## Recognition

- #1 U.S. Inbound Teleservices Agency and #4 Global Provider
- #1 on Best Performing BPO Providers Global Services 100
- #1 on Gartner's Top BPO Vendors Multiple Processes
- Named Best of the Web BPO Company, *Forbes*

## About Xerox

A: Full boilerplate version:

Xerox is the world's leading enterprise for business process and document management. Its technology, expertise and services enable workplaces – from small businesses to large global enterprises – to simplify the way work gets done so they operate more effectively and focus more on what matters most: their real business. Xerox offers business process outsourcing and IT outsourcing services, including data processing, healthcare solutions, HR benefits management, finance support, transportation solutions, and customer relationship management services for commercial and government organizations worldwide. The company also provides extensive leading-edge document technology, services, software and genuine Xerox supplies for graphic communication and office printing environments of any size. Xerox serves clients in more than 160 countries.

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