

Consumer Goods and Services

Globalization and the Internet are giving consumers unprecedented choices for spending their disposable income. And with this empowerment comes a higher set of consumer expectations. A great product or low price alone no longer guarantees a competitive advantage or customer loyalty. In fact, it's not even about the product anymore. It's about the consumer.



Just as consumers expect more than just a great product, you expect more than a just a great outsourcing vendor. You expect a partner. That's why so many consumer goods companies like yours rely on Xerox.

We'll come to understand your business vision and help you reach your goals. We'll develop a strategy in partnership with you. And together we will:

- Increase your consumer base
- Improve the way they do business
- Develop heightened revenue streams.

Building Customer Loyalty

Service is the most important facet of the customer experience. It determines whether a customer will remain loyal or move on. We build loyalty by providing a consistently superior customer experience:

- On your customers' own terms
- At every touch point
- Every single time

Our Services

We have 20 years of experience with consumer products and retailers around the world. We transform their non-core tasks into bottom-line gains, by performing those tasks better, faster and more efficiently.

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Our Competitive Advantage

Some deliver outsourced processes; we deliver outsourced performance. In an industry where the consumer clearly rules, responsive customer-centric service is critical. So we leverage our considerable industry and subject matter expertise to provide heightened customer service.

In addition, we use best-in-class technology and streamlined processes to:

- Eliminate redundancies
- Improve customer satisfaction
- Reduce expense related to each customer contact.

Transactional Services

Through comprehensive transaction processing services, we help you maintain control of mission-critical processes and stay ahead of the competition.

- Accounts Payable Processing
- Distributed and Central Image Capture
- Image Storage and Retrieval
- Intelligent Queue, Exception and Post-Processing
- Mailroom (Inbound/Outbound)
- Online Solutions
- Payment Processing
- Systems Engineering and Integration
- Workflow and Application Development

Customer Care Services

Poor customer service can cost you business. Our contact centers provide the highest level of customer care and quality, maximizing technology to give your customers the best experience possible.

- Activations
- Business Intelligence
- Collections
- Customer Relationship
- Customer Service
- Loyalty Program Management
- Product Lifecycle Support
- Sales
- Self-Service (Web, IVR)
- Technical Support

Recognition

- #1 Top 10 Comprehensive F&A Vendors Worldwide, Gartner
- #1 HRO Vendor, The Black Book of Outsourcing
- #1 Best BPO, Outsourcing Excellence Award Outsourcing Center
- #1 Best-Performing Managed Services Provider, Global Services 100

Benefits to You

- Proven Solutions
- Industry Expertise
- Process Re-engineering
- Risk Mitigation
- Business Continuity
- Best Practices
- Global Resources

About Xerox

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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