

Customer Care Differentiators

As the second largest Business Process Outsourcing company in the world, Xerox offers the most comprehensive service delivery model in the industry.

Combining world-class technology, proven business process re-engineering and a broad global footprint, we create solutions focused on optimizing the customer experience at every touchpoint.

Our Customer Care Delivers Significant Advantages



Experienced Partner

With over two decades of experience in contact center outsourcing, Xerox has wide vertical reach including expertise in telecommunications, high tech, eCommerce, retail, travel, logistics, financial services, and healthcare.

- By function: Customer Service, Tech Support, Sales and Collections
- By channel: Phone, SMS, Chat, IVR, Social Networks or Email

Strong Financial Health

As a Fortune 500 company, we focus on strong financial health, giving us the resources to invest in client solutions such as real estate, equipment and people. Additionally, we have the ability and desire to acquire clients' assets or make up-front payments for transition costs.

- Xerox invests in its clients' business
- Asset acquisition

Achieve Key Performance Metrics

Xerox consistently delivers on key performance metrics for its clients. In multi-site environments, we perform at the top of industry rankings for metrics including CSAT, IR and AHT. To maintain this high level of satisfaction, Xerox hires self-starters and incorporates performance-based compensation into client agreements.

- Hire and retain the "right profile" employees
- Achievement-based compensation (ABC) program
 - Employee earnings based on level of performance
 - Measures both quantity and quality of work produced
 - 20% reduction in client labor costs
 - 35% increase in productivity
 - 20% increase in individual employee wages

Global Footprint

We have locations in 160 countries, with over 50,000 agents providing customer care services on behalf of our clients around the world. This expansive footprint allows clients the flexibility to expand their operations globally with a single partner.

- Labor arbitrage
- Support in-country markets

Repeatable Business Processes

- Expand to new facilities/new countries
 - Implementation team
 - Organizational structure

Strategic Business Unit (SBU)

The SBU model creates a singularized organization focused specifically on the strategic business needs of our client. SBU managers report directly to senior Xerox management and interface personally with the employees providing services to the client.

- SBU manager is the direct point of client contact
- Contains all key personnel from production to programming
- Advantages: performance, security, focus, control and accountability
- SBU manager responsible for daily operations and strategic planning

