

Human Resource Services Total Benefits Outsourcing (TBO) Solution

ACS's Total Benefits Outsourcing (TBO) solution provides the tools and information you need to make and manage benefit choices.

Through Buck Consultants, an ACS Company, you gain access to leading consulting skills in a fully integrated, customized solution. TBO gives you access to information for analyzing and managing benefit programs, including emerging trends, best practices and industry expertise.



Customized for Your Employees

We have years of benefit administration experience – and that experience is brought to bear in our approach. We come to understand:

- Your scope of services
- Your plan nuances
- Your service delivery expectations.

The result: a solution that's fully customized to your strategy, employees and organization.

In partnership with you, we can also tailor communications to inform and educate your employees about benefit issues – and ensure key messages drive desired results. Our knowledgeable customer service representatives and simple self-service tools provide an integrated benefits solution. That solution enables your employees to make informed decisions about their benefit needs.

Human Resource Services

Our Services

By leveraging technology, thought leadership and best practices, we bring you efficiencies and savings, as well as comprehensive and competitive products and services. Among them:

Defined Contribution Administration

- 401(k), 401(a), 403(b) and 457 plans
- Corporate, multi-employer, government and not-for-profit sponsored plans
- Non-qualified plans

Defined Benefit Administration

- Traditional pension plans
- Cash balance and hybrid plans
- Non-qualified plans

Health and Welfare Administration

- Medical, dental and vision plans
- Life, accident and disability insurance plans
- COBRA and HIPAA (includes PHI compliance, providing data to health plans in EDI 834 format)
- Flexible spending, health reimbursement and health savings accounts
- Consumer-directed health plans
- Other voluntary benefit plans

Leave-of-Absence Administration

- Federal and state FMLA
- Major company leaves: medical, personal, adoption, maternity/paternity and military
- Integrated consulting and administration

Employee Service Center

- Experienced and responsive customer service representatives
- Customized client-branded benefits website
- Life event counseling
- Multilingual support

We're an end-to-end provider of benefit administration to organizations with varying degrees of complexity and participant populations.

Our Advantages

By partnering with us, you can transform your benefit services into more-efficient operations. Our specific advantages include:

- HR and benefits administration cost savings
- Increased data accuracy and availability
- Client-centric service delivery model
- Access to innovative technologies
- Robust integration of your website, service center, data exchange, vendor management, communications and decision support tools
- Six Sigma process improvements and methodologies.

Contact Us

With a unique combination of strategy, innovation and client focus, we are a strong choice for dynamic transformation in your business. Contact us today to discuss how we can transform services for your employees.

E-mail: hcms-information@acs-inc.com

About ACS

We are part of Xerox's \$22 billion global enterprise with 140,000 employees serving our clients in 160 countries.

You can learn more about us at www.acs-inc.com.



Our Credentials

- HR and benefit services to more than four million participants in 80 countries and 20 languages
- 20 years of experience in outsourcing, co-sourcing and insourcing
- 6,500 dedicated TBO/HRO employees
- 19 million Web sessions annually
- Three million telephone contacts annually



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