

Xerox in Transportation and Logistics

Logistics is the world's largest and most competitive industry – and an integral component to the economic viability of any country.



It shouldn't be surprising, then, that companies in every segment of this industry are searching for opportunities to:

- Manage operations more efficiently
- Improve customer relationships
- 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.

Serving thousands of transportation clients, we leverage our extensive market knowledge to help you reduce costs and improve efficiencies.

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Our Services

Through our comprehensive administration services, we can help you maintain control of mission-critical processes that are tailored to the transportation and logistics marketplace, such as:

- Customer care
- Marketing
- Consulting
- Advertising.

In addition, we offer a device that allows trucks to bypass weigh stations. By working hand-in-hand with states and our transportation clients, we help to:

- Improve highway safety
- Save drivers time
- Reduce your costs.

Customer Care Services

- Activations
- Business Intelligence
- Collections
- Customer Relationship 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

Transactional Services

- 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

Transportation/Logistics Services

- Toll, transit fare, parking and violations collection
- Transportation safety enforcement
- Port management
- Truckload Transactional Services (TripPak)
- Transportation/Logistics Multimedia Advertising™

Your Business Transformation Partner

Our transportation, travel, shipping and distribution clients turn to us for innovative solutions that meet their needs and transform the way they do business.

Our Transportation Markets

- Package delivery businesses
- Airlines
- Railroads
- Freight haulers
- Logistics companies
- Passenger bus lines
- Consumer goods distributors

About Xerox

Xerox is the world's leading enterprise for business process and document management. Its technology, expertise and services enable workplaces 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 for commercial and government organizations. 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.

You can learn more about us at www.xerox.com/businessservices.