

# ACS Transaction Processing

Your business needs can change in an instant. So our flexible transaction processing solutions are built to respond immediately and seamlessly to those changes. The result: your business never misses a beat.

<b>Front-End</b>	<ul style="list-style-type: none"> <li>Multiple intake channels</li> <li>Dedicated mailroom</li> <li>Automated/manual</li> <li>Web-enabled tracking</li> <li>X-ray handling</li> <li>On/off site</li> </ul>	<b>Quality Control</b>
<b>Image Capture</b>	<ul style="list-style-type: none"> <li>High volume</li> <li>Encoding</li> <li>Internet images</li> <li>Transmission multi-size</li> <li>Single/duplex</li> <li>Distributed scanning</li> </ul>	
<b>Data Capture</b>	<ul style="list-style-type: none"> <li>Automated/manual</li> <li>File imaging</li> <li>OCR</li> <li>Data verification and validation</li> <li>Speeds data entry</li> <li>Data accuracy</li> </ul>	<b>TechTools</b>
<b>Post-Processing</b>	<ul style="list-style-type: none"> <li>Out/inbound TeleResearch to correct and validate data</li> <li>Online updates</li> <li>ATP</li> <li>Intelligent queue</li> <li>Web queuing</li> <li>Reports</li> </ul>	
<b>Storage</b>	<ul style="list-style-type: none"> <li>Image</li> <li>Data</li> <li>Annotation (Post-it® notes)</li> <li>Excel®/Word</li> <li>Online retrievals</li> <li>Offline retrievals</li> <li>ACS SIR</li> <li>FileNet</li> </ul>	<b>Reporting</b>

## WebDE

Our WebDE service uses Web-based architecture and a powerful GUI to offer a dynamic, robust and flexible data capture solution. Its benefits include:

- **Data integrity** – Restricts and tracks data access throughout workflow
- **Easy configuration** – Project Manger Utility reduces design and implementation
- **OnePass repair** – Character and field repair, sight verify and interactive validations in one pass
- **Quality improvement** – QI randomly samples keyed data and feeds them to WebDE for comparison

We incorporate a powerful suite of tools and processes to perform validation and research beyond data capture.

## Intelligent Queue Processing (IQ)

IQ works to resolve questionable source data, with:

- Online research of client files
- End-to-end process analysis
- Identification of root cause
- Reject processing.

Our sophisticated tools and processes enhance the workflow of transactional services. We use proprietary and partner technologies to:

- Accelerate the startup of new clients
- Facilitate change
- Provide cost-effective operations.

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## WEQ: Web Intelligent Queue

We collaborate with you to expedite resolution of questionable source data.

- Same IQ process, but with client interaction
- Web access allows workload balancing
- Avoids reprocessing of entire transaction
- Centralized tracking and reporting

## Automated Transaction Processing (ATP)<sup>SM</sup>

A remote server performs logical decisioning processes and actions. We leverage the ATP process to automate manual processes that meet two basic requirements:

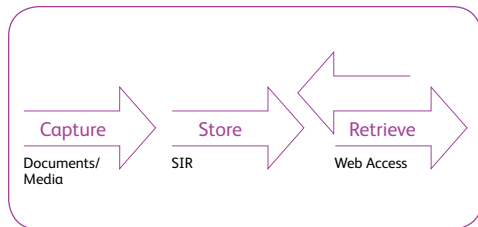
- Repeatable process
- Data accessible in electronic format

We can achieve 10 to 15 times the productivity of the most experienced (human) processor.

## Storage

We manage secure storage, retrieval and destruction services for paper documents and digital images.

- Stored Information Retrieval (SIR)
  - We own and manage
  - Online repository for all file types:
    - > Real-time access
    - > Robust and scalable
    - > Interface to legacy systems
    - > Cost effective (no seat license )
      - Unlimited number of users
- FileNet
  - You own; we manage
  - Commercial content management solution



## Master Control Program (MCP)

Our Master Control Program (MCP) is the backbone that controls the flow of your valuable information, feeds our quality process and enables real-time reporting.

Production Monitoring	Activity Data	Workflow Management	Inventory Control	Processing Integration
<ul style="list-style-type: none"> <li>• What</li> <li>• When</li> <li>• Who</li> <li>• Where</li> </ul>	<ul style="list-style-type: none"> <li>• Incentive Compensation</li> <li>• Quality</li> <li>• Reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Tasks</li> <li>• Queues</li> <li>• Schedules</li> <li>• Turnaround</li> </ul>	<ul style="list-style-type: none"> <li>• In = Out</li> <li>• Accountability</li> </ul>	<ul style="list-style-type: none"> <li>• ACS Core Tools</li> <li>• Client Processes</li> <li>• Security</li> <li>• Scalability</li> </ul>

## Our Transaction Processing In Action

- Accounts Payable Processing: Shortened billing cycle 70 percent and reduced information turnaround 90 percent
- Business Process Re-engineering: Streamlined customs clearance process, resulting in \$14 million annual savings
- Credit Application Handling: Improved fraud detection and reduced workforce by 80 percent
- Finance and Accounting: Reduced manual check processing from three weeks to 48 hours
- HR Self-Service: Reduced paper forms for one client by 90 percent
- Insurance Claims Management: Improved data accuracy to 99.5 percent
- IT: Saved client 60 percent on software costs, resulting in \$7 million annual savings
- IT Customer Help Desk: Improved user satisfaction from 91 percent to 98 percent
- Invoice Transactions: Improved cycle time from three weeks to 15 hours; reduced invoice processing costs by 76 percent.

## Our Transaction Processing Differentiators

- Automated Rules-Based Processing
- Master Control Program (MCP) Routing and Tracking
- Real-Time Monitoring and Reporting
- Superior Quality Management
- Flexible Support Alternatives
- Global Capabilities
- Activity-Based Compensation
- Transition Process Expertise

## About ACS

ACS is 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](http://www.acs-inc.com).



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