

# 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.

Front End	Image and Data Capture	Post Processing	Payment Services	Document and Transaction Content Management
<ul style="list-style-type: none"> <li>• Mailroom</li> <li>• Electronic portal</li> <li>• EDI clearinghouse</li> <li>• Paper/image import</li> <li>• Prep/sort/repair</li> <li>• Fax server solutions</li> <li>• Image enhancement</li> <li>• White mail processing</li> </ul>	<ul style="list-style-type: none"> <li>• Day-forward and back-file</li> <li>• Centralized, distributed, and onsite scanning</li> <li>• Optical Character Recognition (OCR)</li> <li>• Automated Document Recognition (ADR)</li> <li>• Web-enabled data capture</li> <li>• Film, fiche, and digital media conversion</li> </ul>	<ul style="list-style-type: none"> <li>• Automated (rules-based) Transaction Processing (ATP)</li> <li>• Intelligent queue</li> <li>• Exception &amp; issue processing</li> <li>• Data validation</li> </ul>	<ul style="list-style-type: none"> <li>• Cash management</li> <li>• Check processing</li> <li>• Credit/debit card processing</li> <li>• Clearinghouse services</li> <li>• Electronic balance transfer</li> <li>• Electronic fund transfer</li> </ul>	<ul style="list-style-type: none"> <li>• Secure upload, storage, retrieval and destruction services for paper documents, and electronic files</li> <li>• Workflow automation and reporting</li> <li>• Disaster resistant and secure content storage and retrieval centers</li> </ul>

## 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.

## Document and Character Recognition

Provides superior data capture quality by utilizing “intelligent character recognition” technology.

### 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 and ensure consistent quality and timeliness. We use proprietary and partner technologies to:

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

## 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.

## Xerox Transactional Content Manager (XTCM)

XTCM is an enterprise content management solution specializing in document and transaction content management.

- Data, document, and workflow consolidation available in a single-source, web-based environment

## 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
- 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

## 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.

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

## Our Transaction Processing Differentiators

- Advanced, proprietary technology
- Integrated platforms and services offerings
- Transition process expertise and flexible operations and support alternatives (onsite/offsite and onshore/offshore)
- Global and local Workforce Management (WFM) personnel to provide real time staffing & predictive management
- Achievement Based Compensation (ABC)
- Superior quality management
- Transition process and speed of implementation
- Global capabilities
- R&D innovation investments

For more information, visit [www.xerox.com/businessservices](http://www.xerox.com/businessservices).

