

# A full spectrum of school and student services from a single source provider.

**If you're like most colleges and universities, you're facing numerous challenges in today's competitive environment.** Unprecedented budget pressure, funding shortfalls, staffing shortages, fluctuating enrollment, with an endless demand for better technology and 24/7 convenience – it's a lot to navigate.

At Xerox, we work in partnership with colleges and universities to help them elevate capabilities, control costs, and improve services across a spectrum of student lifecycle needs. Our multiple solutions help schools improve their efficiency, while enhancing the ability to attract, enroll and retain targeted students.

From enrollment management and loan services, to document imaging and HR services, Xerox makes a diverse range of services conveniently available from a single source, helping schools better support their students in an on-demand world.

## Customized, Targeted, Sustainable Solutions

Partnering with us, schools gain access to cost-effective, on-demand business services, as well as specialists, a knowledge base, best practices and software as a service (SaaS) – including CRM, student portals, document management, imaging, performance reporting, and more.

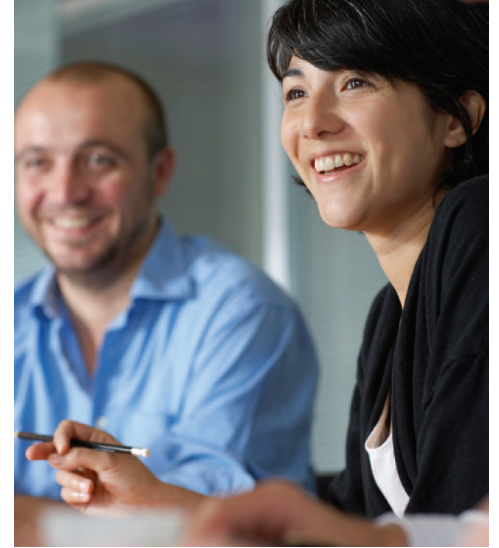
Our solutions are provided with service level agreements that drive performance and ensure accountability. Our pricing is based on utilization – clients only pay for the services they use.

Expedite your modernization in one or more areas while you reduce costs and gain financial control. That's what putting Xerox people, processes, and technology to work can do for your school.

## Experience Counts

With more than 500 education clients representing nearly 900 campuses, Xerox has an incredible scope of experience delivering solutions that have helped fuel performance for colleges and universities. With a more than 40-year track record of success, we are the largest provider of business process services to the education marketplace.

Our more than 4,600 employees working in education form the foundation of countless resources dedicated to supporting schools and students. Our global network of call centers, advanced technology and dedicated professionals enable us to rapidly meet client demands with scalability for growth. We're the only higher education partner to offer this combined set of attributes.



## Turn Your Challenges into Opportunities

- Gain financial control in an era of economic turbulence.
- Modernize and simplify operations – infuse stability, predictability, and flexibility into your organization.
- Cut costs by centralizing and co-sourcing student, administrative, and business functions.
- Boost revenues by expanding distance learning offerings and enrollment services.
- Adopt operational excellence and optimization through industry-leading best practices, key performance indicators, and service level agreements (continuous operational improvement).

## Reach a New Level of Excellence...

### Through A Diverse Menu of Campus and Student Services

As a single-source provider, Xerox gives schools the advantage of being able to access multiple solutions from one provider. Our wide range of services is designed to support diverse needs, large or small, and be there for you as your institution evolves. Choose one or more of our services to help your institution enhance its capabilities and take its performance to the next level.

### Enterprise/Campus-Wide Services:

#### Document Management Services and Enterprise Print Services

- Imaging performed at your school, or at a Xerox imaging center
- Flexible, secure, fully hosted web-based image repository
- Secure data capture, accessibility and reporting
- Centralized print infrastructure to manage cost and waste
- Hardware reduction through Energy Star® multifunction devices

#### Enterprise Finance and Accounting

- Accounts payable and receivable
- Billing and collections
- Employee payments and self-service
- Tax management, treasury and risk management

#### Health and Welfare Human Resource Services

- Improved efficiency and lower cost of benefits and claims management
- Self service system to manage all HR plans and activities
- Faster response time and resolution with less dedicated staff

#### Managed IT Infrastructure and Applications

- Cloud-based solutions with resource-effective, replicable services
- Virtualization of desktop, lab and remote applications
- “Green” IT strategies that lower costs and boost sustainability ratings
- System and software upgrades without the cost of ownership

#### Procurement Services

- Procurement process streamlining
- Preferred provider programs that optimize and consolidate vendors
- Purchasing customization and control with lower resource allocation
- End-to-end source-to-pay services to control and manage contract/s cost

#### Campus Stored Value Cards

- Managed debit card payment system for students, faculty, employees
- Secure method for providing/controlling unique or recurring disbursement
- A MasterCard program, supported by Xerox campus services and expertise
- Drastic reduction in costs of disbursement, user support and accountability

## About Xerox

Xerox is the world's leading enterprise for business process and document management. Xerox technology, expertise and services enable workplaces – from small businesses to global enterprises – to simplify the way work gets done so they operate more effectively.

You can learn more about us at [www.xerox.com/businessservices](http://www.xerox.com/businessservices).

## Contact Us

877-294-9252



### Student Support Services:

#### Call Center and Customer Care

- Fully customized inbound/outbound calling services
- Managed communication with students, parents, faculty, employees
- Multichannel, automated voice response options
- Access to our web-based CRM system

#### Enrollment Management

- Admissions calls to and from your student candidates
- Seamless integration and escalation to campus admissions
- Scheduling of enrollment appointments
- Multi-channel communication options for students and parents

#### Financial Aid Services

- Financial Aid Call Center
- Financial Aid Processing
  - Document and information collection
  - Verification and C-code resolution
- Financial Aid Consulting
- Student Loan Services
  - Loan Origination and Servicing
  - Web-based Borrower Self-Service
  - Customer Service Center
  - Default Aversion and Collections