

Our Solutions

Industries – Manufacturing

As manufacturers accelerate the drive to operate globally, access to information around the world is becoming more critical. You need to enter new markets, expand into new geographies, and improve earnings by using resources around the globe.



Globalization is stretching enterprise information technology structures to their breaking points. To excel and thrive, you must focus on these key areas:

- Customer relationship management (CRM), to strengthen ties with existing customers and convert prospects into new customers
- Supply chain management (SCM), to maximize efficiency and improve response to changing conditions
- IT strategy and development, to gain the most effective business strategy by optimizing the power of the Internet.

Many leading manufacturers turn to our proven technology architectures to host key applications, including many Web-based and customer-facing systems. We also support and perform non-core business processes – such as human resource management and travel expense reporting – allowing clients to focus on core competencies and processes critical to business success.

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Our BPO Solutions

- Accounts Payable
- Accounts Receivable
- Benefits Administration
- Billing
- Business Process Design
- Call Centers/TeleServices
- Check Processing
- Claims Processing
- Customer Relationship Management (CRM)
- Document Handling and Management
- Education and Learning Services
- Forms Processing
- Loan Origination/Servicing
- Print/Fulfillment
- Transaction Processing

Our IT Outsourcing Solutions

- Data Center Operations
- Data Security Services
- Data Warehousing
- Desktop and Seat Management
- E-Business Services
- Hardware/Software Procurement
- Help Desk
- Information Assurance
- Mainframes, Midranges, Client/Server
- Network Management
- Scanning
- Storage Solutions
- Training
- Web Hosting and Portals

Our Value Propositions

- Improved client service
- Better inventory management
- Compression of the order-to-cash cycle
- Increased speed to market
- Enhanced product quality on a global basis

Our Client Roster

- AK Steel
- Allegheny Technologies
- Brother International
- Chrysler
- General Electric
- General Motors
- Goodyear
- Honeywell
- Ingersoll-Rand
- Johns Manville
- Motorola
- Pilkington Glass
- Solectron
- TRW

Industry Listings

- We manage back-office services for global manufacturers with worldwide operations
- We provide comprehensive HR, F&A and IT outsourcing solutions
- We process \$22 billion in gross payroll per year for 390,000 employees for a leading automotive manufacturer
- We process more than six million invoices each year for a major manufacturing company – reducing costs by 76 percent

Industry Reports

At the corporate level, we have a subscription service with Gartner for online market research and advisory services. Research reports from other industry analyst firms and market research organizations are often obtained and shared. Selected individuals within each of our operating groups are assigned access rights as end-user needs warrant.

About Xerox

Xerox is the world's leading enterprise for business process and document management. Its technology, expertise and services enable workplaces – from small businesses to large global enterprises – 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, including data processing, healthcare solutions, HR benefits management, finance support, transportation solutions, and customer relationship management services for commercial and government organizations worldwide. 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. Xerox serves clients in more than 160 countries.

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