

# ACS Operational Excellence

We deliver operational excellence. It drives everything we do, including:

## Achievement-Based Compensation

- Incentive compensation motivates and rewards employees for outstanding client service
- Employees earn compensation based on quality and quantity of work performed
- Win-Win-Win increases production, reduces cost and enhances employee satisfaction

## Business Process Re-engineering

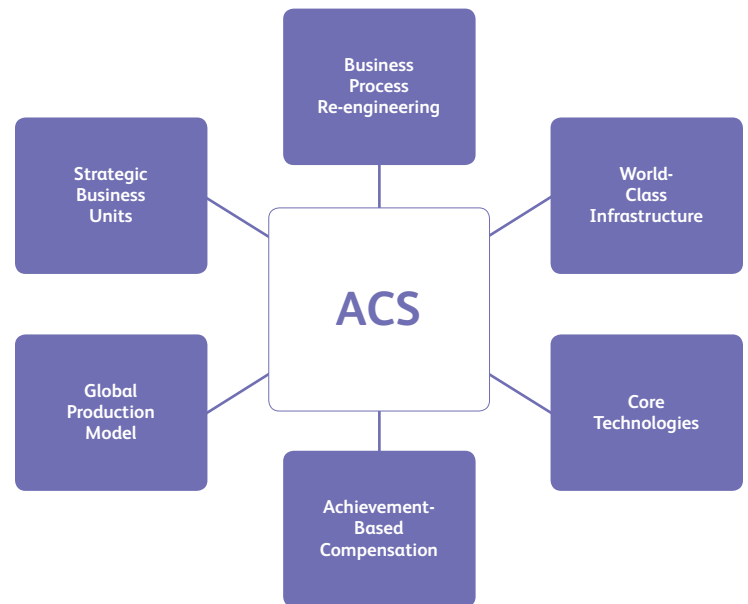
- Streamlined processes and workflows transform operations and improve performance
- Continuous improvement is tied to quality initiatives
- Process is governed by Six Sigma principles
- Transition risk is reduced
- Immediate cost reduction yields additional savings over time

## Core Technologies

- Investments in developing advanced technologies solve complex client problems
- Proven, secure and scalable solutions have built-in best practices and state-of-the art architecture
- Solutions are client-centric
- Strategic, innovative solutions invest in the future

## World-Class Infrastructure

- Mega-data centers, enterprise command centers and technologies manage large-scale programs
- Network of 25 Business Process Outsourcing (BPO) Centers of Excellence
- Integration provides optimal multi-shore, “follow-the-sun” processing
- Infrastructure is scalable and reliable
- Project Management Office



## Global Production Model

- Domestic, international and in-home service delivery options
- Resource optimization based on cost and capability needs

## Strategic Business Units

- Client service teams and resources fully dedicated to serve each client's business needs
- Management as a mini-company
- Clear financial accountability and visibility
- Industry and process expertise
- Dedicated production team, equipment and facility

You can learn more about us at [www.acs-inc.com](http://www.acs-inc.com).