

# ACS at a Glance

April 2008



- Founded in 1988
- FORTUNE 500 - #424
- Supports clients in more than 100 countries
- 750 global locations; 62,000 employees
- \$5.8 billion in annual revenue

Quick Facts

ACS is the leading provider of fully diversified, end-to-end, business process outsourcing (BPO) and information technology outsourcing (ITO) solutions to commercial and government clients worldwide.

## ACS' Culture

One word: Hustle. To achieve the fastest and most consistent growth in our industry, ACS outperforms its competitors. We come in earlier, stay later, and think bigger. We take the initiative and are decisive. We deliver success for our clients, employees, and shareholders. ACSers do it right and we do it right now.

## ACS' Competitive Advantages

Our competitors offer outsourced business processes; ACS delivers outsourced business performance. Clients choose ACS because we provide the results their business demands. We transform non-core tasks into bottom-line gains by performing those processes better, faster, and more efficiently.

Outsourcing technology-enabled business processes benefits our clients with lower costs; streamlined operations; improved quality, productivity, and accuracy; and more competitive advantages. ACS' success is measured by client loyalty; our client retention rate is the highest in the industry.

## BPO

ACS' solutions provide people, technology, and process expertise for mission-critical, non-core business functions.

## ITO

ACS' services encompass the design, implementation, and ongoing management of large and small systems, and enterprise networks.

Administration	Finance and Accounting	Human Resources	Operations	Payment Services	Sales, Marketing, and Customer Care	IT Solutions
<ul style="list-style-type: none"> <li>Management and tracking of electronic and paper-based documentation</li> <li>Equipment &amp; asset purchases</li> <li>Document management</li> <li>Records management</li> <li>Asset management</li> </ul>	<ul style="list-style-type: none"> <li>Billing/invoicing</li> <li>Accounts receivable/accounts payable</li> <li>Credit and collections/credit risk management</li> <li>Fixed asset accounting</li> <li>General accounting</li> <li>Bank account management/reconciliations</li> <li>Tax and treasury services</li> <li>Procurement</li> <li>Unclaimed property administration</li> </ul>	<ul style="list-style-type: none"> <li>Selection, compensation, development, and retention of employees processes</li> <li>Strategic program consulting</li> <li>Payroll processing</li> <li>Benefits administration</li> <li>Hiring, staffing, and recruiting</li> <li>Personnel management</li> <li>HR systems support and administration</li> <li>Education &amp; learning services</li> <li>Employee assistance centers</li> <li>Relocation services</li> </ul>	<ul style="list-style-type: none"> <li>Vertical-specific processes for goods or services production</li> <li>Student loan origination and servicing</li> <li>Third-party verification of services</li> <li>Patient data management</li> <li>Insurance claims processing</li> <li>Revenue cycle management</li> <li>Pharmacy benefits management</li> <li>Reservation management</li> <li>Fiscal agent services</li> <li>Insurance enrollment</li> <li>Program administration</li> </ul>	<ul style="list-style-type: none"> <li>Encompass paper-based and electronic processes used to transmit money, and to verify individual or corporate funds or lines of credit</li> <li>Electronic toll collection operation and customer service</li> <li>Public safety/photo enforcement services</li> <li>Credit/debit card processing</li> <li>Child support payment processing</li> <li>Traffic citation processing and collection</li> <li>Check processing/management</li> </ul>	<ul style="list-style-type: none"> <li>Finding, tracking, communicating with, selling to, and retaining customers</li> <li>Call center services</li> <li>Customer support and retention services</li> <li>Data analysis</li> <li>Wireless emergency medical services</li> <li>Marketing programs</li> <li>Interactive voice response and web-based solutions</li> </ul>	<ul style="list-style-type: none"> <li>Applications &amp; software solutions</li> <li>Desktop/seat management services</li> <li>Enterprise solution management</li> <li>Help desk services</li> <li>Information systems outsourcing</li> <li>IT consulting</li> <li>Network management services</li> <li>Security services</li> <li>Systems integration services</li> <li>Technology review &amp; assessment</li> </ul>

## Recognition

Industry Rankings

- No. 1 HRO Vendor, *The Black Book of Outsourcing*
- No. 1 Best BPO Outsourcing Excellence Award, Outsourcing Center
- Top 20 Training Outsourcing Providers, TrainingOutsourcing.com
- No. 15 Top 500 Software and Services Providers, *Software Magazine*
- Top 100 List of 2008 Companies, *Global Services*
- Tops in Who's Who in State and Local Markets, *Washington Technology*
- No. 4 Best ITO Vendor, *The Black Book of Outsourcing*
- No. 2 Largest 401(k) Plan Administrators, *Business Insurance*
- No. 14 GovernmentVAR 100, #18 VARBusiness 500, *VARBusiness*
- Top 100 Federal Prime Contractors, *Washington Technology*
- Best in KLAS for Professional Services: Financial Implementation Principal
- No. 1 U.S., No. 4 Global – Inbound Teleservices, *Customer Inter@ction*
- Top 4 "Positive" Rating – MarketScope for HR BPO Services, Gartner
- No. 1 Top 10 Mid-Market BPO Suppliers, Everest Research
- No. 1 Top 10 Comprehensive F&A Vendors Worldwide, Gartner
- No. 1 MasterCard Prepaid Processor in the U.S., MasterCard International

Featured Ranking

ACS received a 2007 "Best in KLAS" ranking for Professional Services: Financial Implementation Principal.



KLAS independently monitors healthcare vendor performance through the active participation of thousands of organizations.

## Did You Know ACS ...

- ▶ Hosts more than 1 billion mortgage loan images, and scan more than 270 million pages annually.
- ▶ Processes more than 360 million transactions annually for 11 major passenger airlines including international carriers.
- ▶ Operates the world's largest electronic toll collection system, handling more than 50% of the electronic toll transactions in the U.S. and processes more than 1.4 billion transactions annually representing \$3 billion in toll revenue.

## What's New at ACS?

- ▶ ACS to Provide Automated Traffic Management for Saudi Arabia
- ▶ ACS Elects Robert Druskin to Board of Directors
- ▶ ACS Awarded \$41 Million IT Contract by Dallas' Parkland Hospital
- ▶ ACS Acquires Communications Development, Inc.
- ▶ ACS Awarded Outsourcing Services Contract by CAQH
- ▶ ACS Awarded \$25 Million Safety Camera Contract by Winnipeg, Canada
- ▶ ACS Announces \$57 Million Contract With Missouri HealthNet

## Revenue Mix



ACS' diverse and balanced revenue streams deliver consistent financial performance. Comprehensive BPO and ITO services are provided to global markets across all major industries and government agencies. In turn, service- and market-specific best practices and efficiencies are shared across the company, creating a competitive advantage that benefits our clients.