



Our company.
Our capabilities.
Our commitment.



Who we serve. Schools, small businesses, government agencies, healthcare providers, commercial printers and Fortune 1000 companies – we span all types and sizes of organizations. Besides online and over the phone, we reach and serve our customers through our global sales force, independent agents, dealers, value-added resellers and systems integrators.



160_{countries}

We extend our global reach through wholly-owned subsidiaries of regional office technology dealers, as well as more than 6,500 authorized sales agents and concessionaires and about 10,000 technology resellers.



We are allied with IT and business partners that integrate our systems and services into their customer solutions.

- **2010 Revenue:** \$22 billion
- **Employees:** 136,000
- **Geographic Scope:** 160 countries
- **History:** Founded in 1906 as the Haloid Company; named Haloid Xerox in 1958 and Xerox Corporation in 1961; acquired Affiliated Computer Services in 2010.

- **NYSE Symbol:** XRX
- **Chairman and CEO:** Ursula M. Burns
- **Headquarters:** 45 Glover Avenue, Norwalk, CT 06856-4505
- **Contact:** 800-ASK-XEROX or xerox.com

Who we are. With sales of \$22 billion, we are the world's leading enterprise for business process and document management.

You know us well for our leadership in document technology and services that include printers, multifunction devices, production publishing systems, managed print services and related software. We continue to build on this heritage of innovation today.

And now, through our acquisition of Affiliated Computer Services (ACS), we are also a leader in business process and IT outsourcing. We offer global services from claims reimbursement and electronic toll transactions to the management of HR benefits and customer care centers.

The new Xerox, 136,000 of us worldwide, is dedicated to innovation, service and giving our customers the freedom to focus on what matters most: your real business.

Our core values: At the heart of what we do

Since our inception, we have operated under the guidance of six core values. They are our very reason for being. Without them, success by any measure would be impossible.

We...

- Succeed through satisfied customers.
- Deliver quality and excellence in all we do.
- Require premium return on assets.
- Use technology to develop market leadership.
- Value our employees.
- Behave responsibly as a corporate citizen.



“We operate our businesses in ways through which economies grow, societies benefit and the environment is protected. Some call it the triple bottom line. We call it the best thing for our business success.”

Ursula M. Burns, Chief Executive Officer

What we offer. We provide the industry's broadest portfolio of document technology, services and software; and the most diverse array of business process and IT outsourcing support.

Technology

The innovation that we bring to document systems, software and integrated solutions is unparalleled in the industry and is built into our broad portfolio of technology, for businesses of any size, in any industry, anywhere around the world.

For the workplace

Our broad array of document devices enables us to place the right solution for any workplace and for any office, large or small. We offer:

- Multifunction systems, color and black-and-white, that combine printing, copying, faxing and scanning.
- Color network printers, solid ink and laser.
- Digital copiers and fax systems.
- Software to simplify how information is stored and shared.
- Document scanners and other computer peripherals to increase workplace efficiency.
- Audio-visual solutions for advanced on-site and online communication.

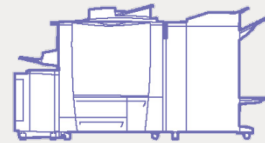
For production print environments

With digital production publishing, we created the on-demand printing industry, and our technology has allowed it to evolve. Books can now be printed for one or for thousands, and marketing materials can be customized for each and every prospect.

For the graphic arts, marketing and production environments, we offer these printing systems and services:

- Digital printers and presses, both color and black-and-white.
- Wide-format and continuous-feed printers.
- Tools to help develop and grow a profitable digital print business.
- Solutions for short-run book publishing, on-demand documents, transactional applications, cross-media customized campaigns and more.
- Workflow software to simplify how print jobs are created and managed.

ColorQube® 9201/9202/9203



This is the world's first tabloid/A3-size, solid ink multifunction printer, and our easiest color printing technology yet. Most important, it cuts the cost of color printing by up to 62 % and reduces waste by 90 %.

Services

Document Outsourcing

To help companies boost productivity and lower costs, our industry-leading end-to-end document services include: helping businesses develop online document archives; analyzing how employees can most efficiently share documents and knowledge in the office; operating in-house print shops or mailrooms; and building Web-based processes for personalizing direct mail, invoices, brochures and more. Through these services, we:

- Help our clients save up to 30 % on printing costs through Managed Print Services that optimize the use of document systems across an entire enterprise.
- Simplify document-driven processes, like forms processing and records management.
- Manage in-house print operations and special events by handling technology procurement and print/copy centers.
- Make information easier to manage and find through digital imaging, archiving and indexing.
- Generate a better return through personalized, multi-channel marketing communications.
- Improve commercial print operations, sales and profits through document outsourcing.
- Mitigate and reduce risk with electronic discovery.

What we take on for our customers. We're behind the scenes managing the essential processes that give our clients more freedom to focus on what matters most: their real business.

Business Process Outsourcing

We are the largest worldwide diversified business process outsourcing company with focused offerings in education, transportation, communication, healthcare, government, financial services, manufacturing, consumer goods and retail.

Our BPO services include:

- Human capital management, including total benefits outsourcing and strategic learning services.
- Finance and accounting outsourcing in areas like order-to-cash, payroll processing, travel and expense accounting, and treasury and cash management.
- Customer care services for activating accounts, collections, inside sales, and product/lifecycle support.
- Services exclusive for federal, state and local government in areas that range from claims processing and human services support to transportation solutions for automated toll collections and traffic enforcement cameras.

Information Technology Outsourcing

We specialize in designing, developing, and delivering effective IT solutions. Our secure data centers, help desks and managed storage facilities around the world provide a reliable IT infrastructure that minimizes the chance of disruption to our clients' daily operations.

Our ITO services include:

- Data center, help desk, network, server and desktop support
- Managed storage
- Remote infrastructure management
- Utility computing
- Disaster/recovery and security services
- Telecommunication expense management
- Asset management services
- IT strategy and architecture services
- Applications portfolio management and maintenance



Our business process services touch millions of lives everyday by:

- Providing services to more than 1,700 federal, state, county and local governments, making ACS one of the largest providers of managed services to government entities in the United States.
- Processing more than 1.4 billion electronic toll transactions every year.
- Handling more than 1.5 million phone calls daily in our 150 customer care centers.
- Supporting more than 35 million Medicaid recipients and government health programs in 34 states.
- Processing 15 million parking tickets annually.
- Managing more than 12.5 million federally-guaranteed student loans.
- Processing about 36 million credit card applications annually.
- Providing HR services to more than 9.8 million employees and retirees.

What helps guide us. Our unwavering commitment to excellence, innovation and sustainability defines our future and helps ensure our success.

Lean Six Sigma

We run our business with a disciplined approach to productivity and efficiency – and we help our customers do the same. Applied in both manufacturing and non-manufacturing environments, Lean Six Sigma is an analytical, fact-based approach to managing projects and processes that is centered on a set of industry-recognized tools. It's about discipline, infrastructure, and substance, not form, so it builds value and produces tangible results. Because of its positive outcomes, we now incorporate it into our work with customers, helping you yield both increased efficiency and improved effectiveness.

Research and Development

Innovation keeps us in the forefront of our industry.

- In 2010, we invested \$1.6 billion in R&D and engineering.
- Four R&D centers in the U.S., Canada and Europe and an Innovation Hub in India, focus on color science, computing, digital imaging, work practices, electromechanical systems, novel materials and other disciplines.
- Xerox holds more than 10,000 active U.S. patents.

Environmental Sustainability

Sustainability can no longer be viewed as a cost of doing business, but as a way of doing business. Our responsibility to the environment focuses on four areas where we can have the most impact:

- **Climate protection.** Because our aim is to be carbon-neutral, we invest in technologies that reduce the carbon footprint of our operations and the document-management solutions that we offer to our customers.
- **Preserving biodiversity and the world's forests.** We work with our customers, suppliers and other stakeholders to support the development of a sustainable paper cycle through paper-sourcing guidelines, recycled paper offerings and business process services that decrease offices' dependence on paper.
- **Preserving clean air and water.** We strive to eliminate the use of persistent, bioaccumulative and toxic materials throughout the supply chain.
- **Preventing and managing waste.** Our goal is to produce waste-free products in waste-free facilities to promote waste-free workplaces for our customers. Our proprietary solid ink printers generate 90% less waste than comparable laser printers.

For more information:
www.xerox.com or by phone
800-ASK-XEROX (800-275-9376)

Ready For Real Business™ **xerox** 