

ACS Mortgage Solutions

We're the leader in the mortgage services industry, processing loan documents for five of the top 10 largest mortgage companies in the U.S.



Our value to you lies not only in large-scale imaging, but also in:

- Systems operation
- Back-office processes
- Customer support capabilities.

We work with you to define process improvements that enhance your mortgage systems' operating efficiencies.

Our experience and approach to mortgage services, combined with our size and financial stability, make us the right choice. As your partner, we'll leverage our people, technology, processes and capital to deliver best-in-class BPO practices to meet your company's needs.

Our End-to-End Solutions

- Mailroom
- Imaging
- Loan Review and File Creation
- ACH Payment Processing and Reporting
- Collections, Bankruptcies, Foreclosures
- Escrow Management
- Data Integrity
- Customer Service
- Audit and Research
- Document Storage, Retrieval and Destruction

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Benefits to You

- Global resources
- Risk mitigation
- Business continuity
- Proven solutions
- Industry expertise
- Best practices

Our Expertise in Key Mortgage Capabilities

- **Imaging** – Industry-leading expertise in capturing, classifying and converting documents
- **Back Office** – Combining the best global labor resources with technology to provide faster and more-cost-effective processes
- **Customer Care** – Improve customer loyalty while reducing the operating costs of servicing call centers
- **Document Management** – Moving, storage, retrieval and destruction of mortgage documents

Our Advanced Technology

- **Document Inventory and Capture**
- **Remote Capture** – branch scanning and indexing
- **Image Import** – fax and FTP hosting
- **Automated Document Recognition (ADR)** – multiple engines in use to provide consistent, reliable document classification
- **Hosting Services** – proprietary image repository for short- and long-term storage with customized DR solutions
- **Workflow** – Web-based queue management and routing combining questions and images
- **Image Retrieval** – Web-based ad hoc query and image display

Our Mortgage Services in Action

- One billion mortgage loan images hosted; 25 million pages per month
- 40+ years supporting banks and credit card issuers
- Top 15 Fortune 500 commercial banks
- Six of the top 10 credit card issuers
- Largest student loan servicer in the U.S.
- Store 15 million rolls of film (375 billion checks)
- One million check retrievals per month
- 1,200 customer care agents supporting our financial clients
- Eight million calls per year for credit card issuers

Recognition

- #1 on Best Performing BPO Providers (Global Services 100)
- #1 on Gartner's Top BPO Vendors – Multiple Processes
- #2 on Gartner's Top 10 HR BPO Vendors Worldwide
- #3 on *Information Week* 500 List of Leading Business Technology Innovators
- Leader on Gartner's Data Center Outsourcing Magic Quadrant

Contact Us

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About ACS

ACS is part of Xerox's \$22 billion global enterprise with 140,000 employees serving our clients in 160 countries.

You can learn more about us at www.acs-inc.com.



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