

# ACS

# Total Benefits Solution



ACS' Total Benefits Outsourcing (TBO) solution offers employees fully integrated services that provide the tools and information needed to make and manage benefit choices. Our customized solution provides clients with the information necessary to analyze and manage benefit programs including access to emerging trends, best practices, consulting, and industry expertise through Buck Consultants, an ACS Company.

ACS' years of benefit administration experience are demonstrated in our approach to understanding each client's scope of services, their plan nuances, and service delivery expectations. The result you can count on is a solution fully customized to your strategy, your employees, and your organization.

In partnership with you, we customize communications to inform and educate your employees about benefit issues and ensure key messages drive desired results. Our knowledgeable customer service representatives and easy-to-use self-service tools provide an integrated benefits solution enabling employees to make informed decisions about their benefit needs.

## The ACS Advantage

By partnering with ACS, benefit services are transformed into streamlined business operations. Specific advantages gained include:

- HR and benefits administration cost savings
- Increased data accuracy and availability
- Client centric service delivery model
- Access to innovative technologies
- Robust integration of: client website, employee service center, data exchange, vendor management, and communications
- Six Sigma process improvements and methodologies

ACS is the leading provider of fully diversified, end-to-end, business process outsourcing (BPO) and information technology (IT) solutions to commercial and government clients worldwide. ACS is a rapidly growing company with \$6 billion in annual revenue and 62,000 employees supporting client operations in 100 countries. ACS delivers superior BPO and IT services to clients in all major industries including communications, education, energy, financial services, government, healthcare, insurance, manufacturing, retail, and transportation & travel. ACS can create better business for your organization.

## Services

By leveraging technology, thought leadership, and best practices, ACS is able to bring efficiencies, savings, as well as new products and services, to our clients that are comprehensive and competitive.

### Employee Service Center

- Experienced and responsive customer service representatives
- Customized client branded benefits website
- Life event counseling
- Multi-lingual support

### Health and Welfare Administration

- Medical, dental, and vision plans
- Life, accident, and disability insurance plans
- COBRA and HIPAA
- Flexible spending, health reimbursement & health savings accounts
- Consumer directed health plans
- Other voluntary benefit plans

### Leave of Absence Administration

- Federal and State FMLA
- Major company leaves: medical, personal, adoption, maternity, USERRA, and military
- Integrated consulting and administration

### Defined Benefit Administration

- Traditional pension plans
- Cash balance and Hybrid plans
- Non-qualified plans

### Defined Contribution Administration

- 401(k), 403(b), 457 plans
- Savings & profit sharing plans
- Non-qualified plans

ACS' goal is to provide high-quality products, unrivaled services and leading-edge technology designed to maximize the TBO solution to both the employee and client. Our strategy, innovation, and client focus confirms ACS as the ideal choice for dynamic transformation in your business.

## ACS in Action

- HR and benefit services to more than four million participants in 70+ countries worldwide in 20 languages
- 20 years experience in outsourcing, co-sourcing and insourcing
- 6,500 dedicated HRO/TBO employees
- 19 million web sessions annually
- 7 million telephone contacts annually

expertise in action™



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