

# Xansa

More and more organisations recognise the potential of business process outsourcing. Xansa is a leader in translating this potential into quantifiable advantage.

Xansa's experience and expertise encompass a broad range of business sectors, functions and cultural environments.

Business Processes that Xansa is currently delivering for its clients include:

Finance, Accounting, HR, Payroll, Energy Management, Credit & Debit Card Processing – Disputes / Chargebacks, Applications Processing, Policy Servicing & Administration, Underwriting, Medical Underwriting, Exception Handling – Billing, Loyalty Card Processing, Helpdesks – IT / HR / F&A, Correspondence & Email Processing, Data Verification & Validation, Problem Investigation and Resolution, Financial Reconciliation, Back Office Customer Service, Supplier Invoice Management, Reporting & Analytics ...

email: [hilary.robertson@xansa.com](mailto:hilary.robertson@xansa.com)

[www.xansa.com/services](http://www.xansa.com/services)

## Competitive advantage through business process outsourcing



# Why outsource?

Effective outsourcing can reduce the cost and increase the efficiency of both simple and complex business processes.

It can also free up senior management, allowing you to focus on creating and delivering competitive advantage.

These advantages can be exploited to improve the overall performance of your business.

Contact [hilary.robertson@xansa.com](mailto:hilary.robertson@xansa.com) for further information or to arrange a presentation.

[www.xansa.com](http://www.xansa.com)

## Understanding the challenges, proving the benefits

Let's address the challenges to business process outsourcing first. We know, for example, that many senior people worry about handing over control of key processes. We know that security and ownership of data is an issue, and that, when jobs are involved, there are real sensitivities that must be addressed with absolute care. Above all, we know that if the commercial benefits of outsourcing cannot be proven and quantified, then it's not the way to go.

At Xansa, we have achieved our current status as one of the UK's most successful outsourcing and technology companies by recognising these concerns, and by constructing flexible, effective solutions to overcome them.

Every organisation is different. So every Xansa BPO solution is different – structured to your specific needs from both a commercial and an executional point of view. We have a track record in both public and private sector, working for blue-chip clients, using onshore, offshore and mixed models.

Major UK organisations increasingly accept the potential of the BPO route to achieve step changes in efficiency, profitability, agility and competitiveness. But potential and reality can be worlds apart.

“Xansa was awarded the BPO Project of the Year predominantly because it demonstrated client satisfaction through both endorsement and a new contract, but also demonstrated delivery of tangible return on investment.”

Martyn Hart, Chairman,  
National Outsourcing  
Association

“Xansa complements our core values of trust and expertise. The partnership allows us to do more while creating more focus and resource to allow us to do what we do best, serving our customers.”

Paul Bateman, Group HR & Operations Director, Boots

## Why outsource with Xansa?

We do not shy away from the issues that we know exist for managers who are considering the outsourcing of significant aspects of their organisation.

In this brochure, you will see examples of the effectiveness of our work, endorsements from our clients, insights into the range of services we offer and the methodologies we use. As well as the actual business processes, we often implement and run the underlying IT solutions. In our experience, the greatest synergies and benefits arise through fully integrated outsourcing.

Whether exploiting technology, process, or both, our unique expertise – developed over the course of 40 years – allows you to focus precious internal resources on the customer.

**It's a competitive world.  
We can help you win.**

Define, measure, analyse, improve, control: **with you every step of the way**

“Xansa is a pioneer in service delivery, application management and real teamwork. These are the skills and expertise we need in order to help us focus more on improving our customers’ experience in-store.”

Colin Cobain, UK IT Director, Tesco

At Xansa, we are absolutely committed to delivering work that can be measured and evaluated. Our Business Performance Framework incorporates precise definitions of the contractual and other service goals, and a comprehensive ‘benefits realisation’ plan. Our clients know, and we know, exactly what we are aiming to achieve before we start. By optimising the efficiency of business processes, controlling costs more effectively and helping our client partners to make the most of each new advance in IT, Xansa BPO solutions deliver return on investment with certainty and speed.

We use a wide range of commercial models, dependent on identifying and understanding your exact needs.

These may be transaction-based, service-based or outcome-based. We are sufficiently confident in our ability to reduce your cost base that we build contracts around shared risk and reward.

In a rapidly-changing world, flexibility is key. Xansa was the first international outsourcing and technology company to bring UK clients the benefits of a full portfolio of integrated onshore and offshore solutions. By helping UK organisations to compete better in the global economy, the ultimate effect is often to secure or grow employment prospects in the core areas of their business.



“In a rapidly-changing world, flexibility is key.”

### CASE IN POINT

A gain-share partnership to outsource Finance & Accounting processes led to major business benefits for a Xansa client. With improved understanding of processes, greater use of scanning and workflow technology along with better exploitation of Oracle applications, our client was able to significantly improve its cash flow control. And having total confidence in the information being generated by transaction processes helps them to make better commercial decisions.

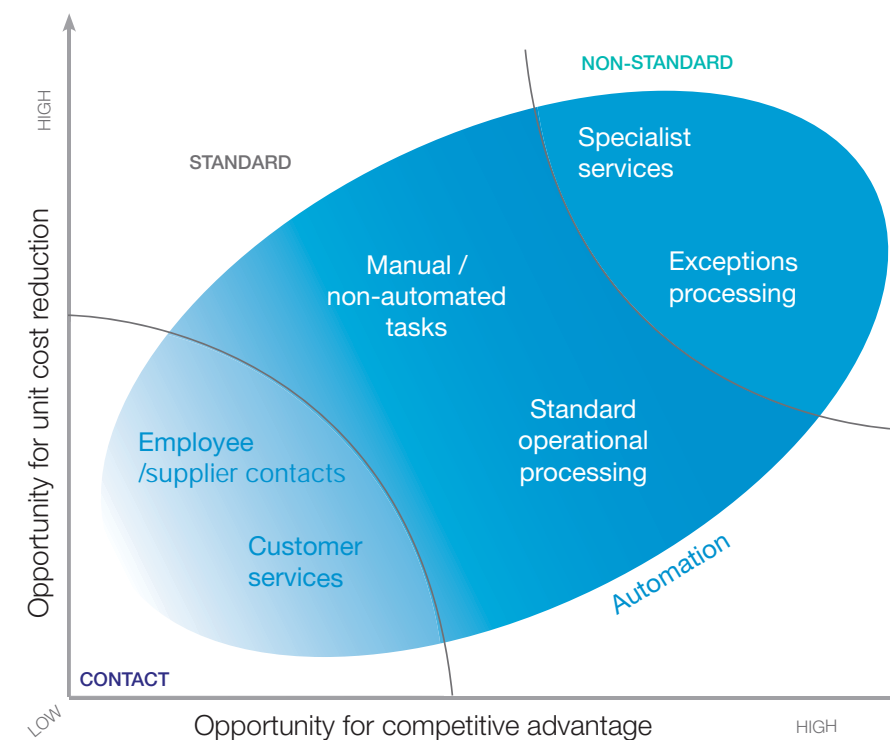
In excess of 1.5 million transactions processed in the first year

68% improvement in reconciled accounts

75% reduction in backlogs

56% reduction in the value of aged debt

### Assessing the opportunity for driving process value



“Our clients know, and we know, exactly what we are aiming to achieve before we start.”

# “Convince me that outsourcing is the answer”

Xansa can guarantee to reduce the cost of delivering key business processes. But we know that this in itself isn't the whole answer. Anyone can cut costs. Not everyone can combine this with quantifiable increases in efficiency and productivity.

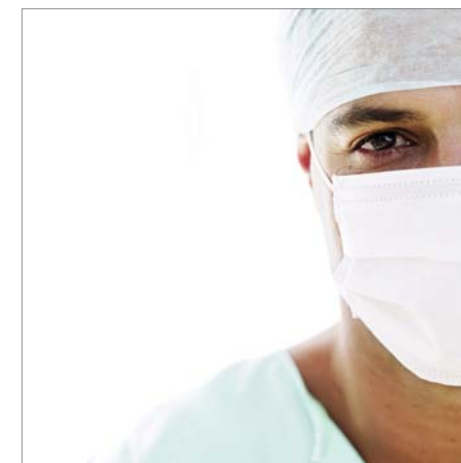
We will build and deliver the business case, and help you to select the processes from which maximum improvement can be extracted. We will put in place the process measures that allow you to better manage your business and give clear visibility of the work. You get the reassurance of our operational team working as an extension of yours, combined with the benefits of business process specialists and economies of scale.

With costs and processes under control, senior managers have more time and more money to invest in strategic development. Outsourcing can even mean that previously un-economic work becomes viable, and time to market can be radically reduced.

‘With costs and processes under control, senior managers have more time and more money to invest in strategic development.’

In many organisations, such as financial institutions, utilities and public services, simply increasing the rate and efficiency with which processes are carried out may be an end in itself, reducing debt and write-offs.

Our resourcing approach provides much-needed flexibility, enabling organisations to respond to peaks and troughs of activity. And our open and innovative commercial approach means we will invariably find the appropriate balance of risk and reward, whilst guaranteeing service levels and outcomes.



## Use cost savings to focus on front-line delivery

“The joint venture will generate significant cost savings – enough to pay the annual salaries of over 3,000 GPs or 12,000 nurses.”

**John Hutton, Health Minister**

## Make step changes

“Central to the success with Xansa has been the transparent honesty of the relationship on both sides and the willingness to face and solve difficult problems. This has carried us through a challenging first year, as MyTravel met its goal to successfully reconstruct its balance sheet whilst simultaneously introducing significant and vital internal change. Xansa has been a key factor in the achievement of that success and we could not have had a better partner.”

**Aidan Connolly, Deputy Chief Financial Officer, MyTravel**

## Expand your capability

“To maintain our strong competitive position, it's crucial that we focus on providing the right service to our customers in a cost-efficient way. Our partnership with Xansa expands our Indian capability, and provides greater flexibility to our service operations.”

**Ian Thompson, Director of Group Operational Services, Lloyds TSB**

## Increase your flexibility

“Xansa's proven integrated delivery, flexible resourcing capability and a flexible approach to commercial arrangements, meant they were selected over other major UK and Indian systems integrators.”

**Pearl Murphy, Programme Office Manager, Yorkshire Water**

## Benefit from security and stability

- Xansa is accredited to BS7799 information security certification.
- We have an outstanding record in physical security, management controls and technological security.
- All processes are thoroughly documented.
- Our transition methodology ensures continuity of service throughout.
- Xansa is FTSE listed.