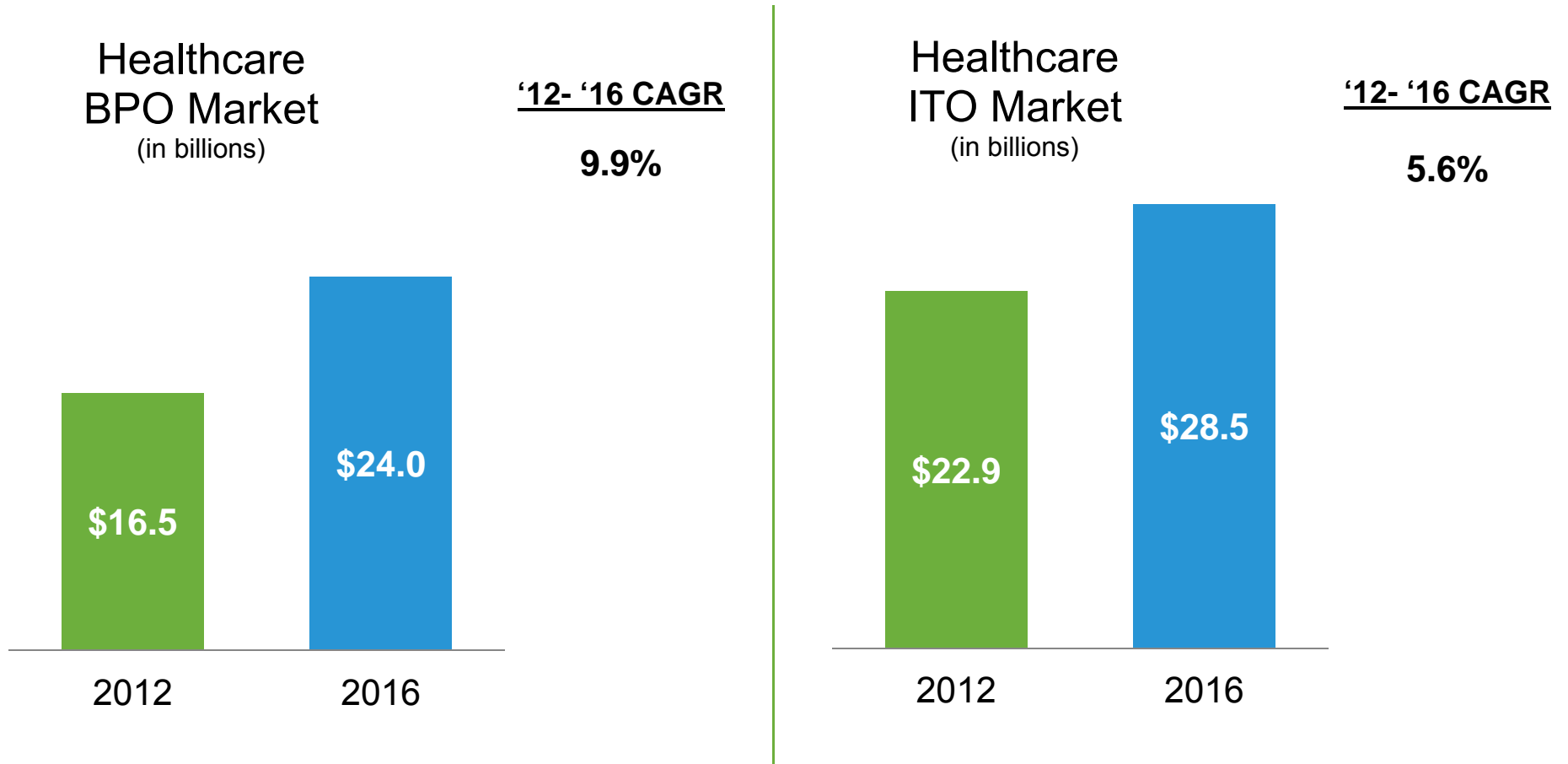


Xerox Healthcare

Lynn Blodgett
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US Healthcare BPO and ITO Segments Are Attractive, Fast Growing Markets



\$2B+ Healthcare Services Business

Govt Health

- Medicaid Administration
- Health Insurance Exchanges
- Pharmacy Benefit Management
- Health Information Exchanges

Payer

- Business Process Outsourcing
- Business Communications Services
- Call Center and Cost Recovery Solutions

Provider (incl ITO & Consulting)

- ITO platforms, including Pharma
- Consulting Solutions for EMR and Financial Systems, including Buck
- Healthcare Analytics for Care and Quality Learning Management Solutions

Employer

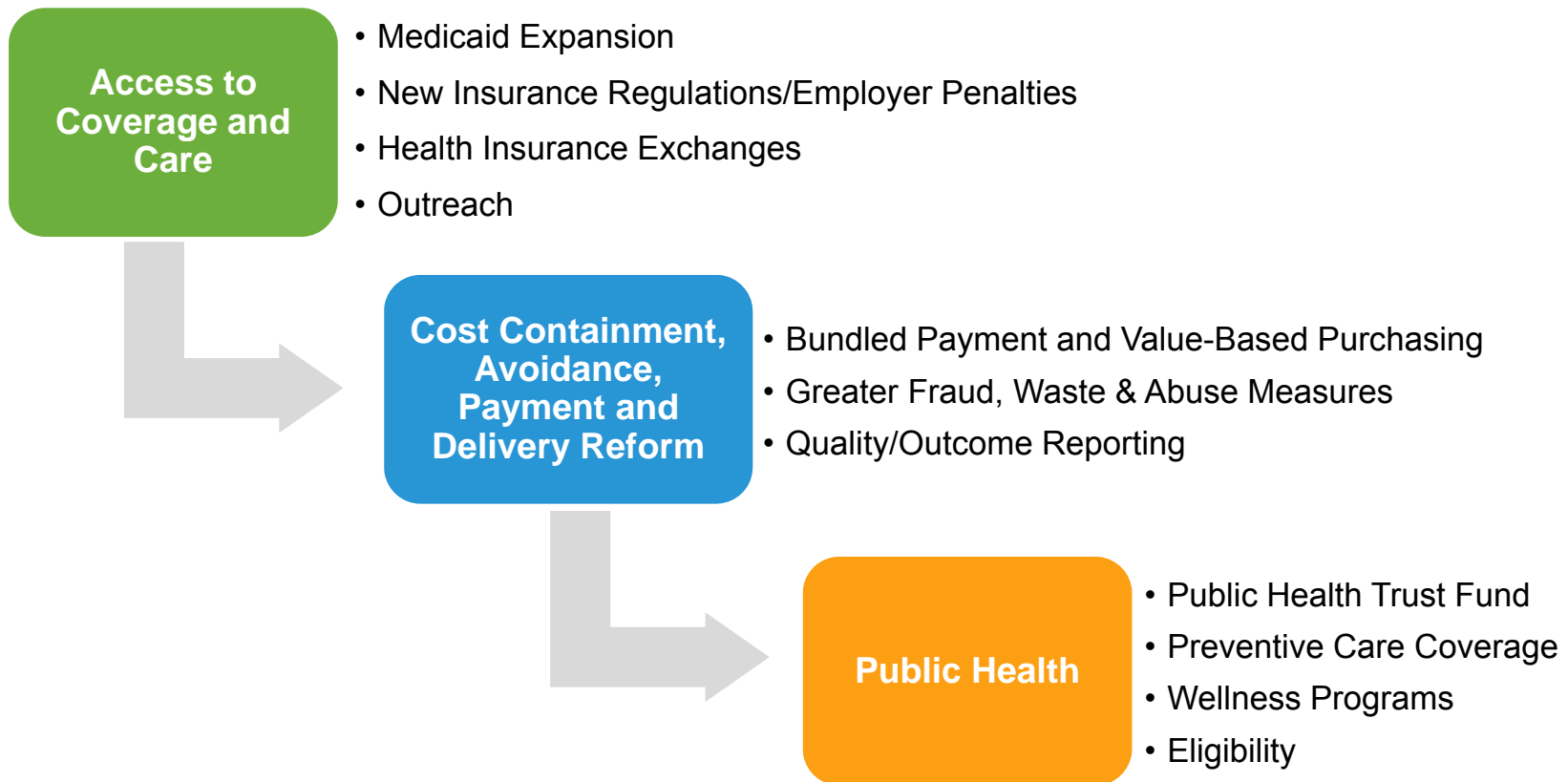
- Private Exchange solutions

% Total	'13 Growth	'13 Margin	Drivers
40%	Above average	Low, with improvement opportunity	New offerings, contract ramp and platform roll-out pressured margin in 2013
36%	Above average	In-line with BPO average	Strong BPO platform base, well positioned to expand offerings
24%	In-line with BPO average	Above average	Higher level of software and consulting drive higher margin
Emerging Opportunity			

Healthcare is a catalyst for Services revenue growth and margin expansion

Affordable Care Act: Primary Components

- *Xerox is uniquely positioned to support adoption by States, Insurers, Providers and Employers*



Our Services Align to Industry Priorities

Shift to Individual Consumer Model



Xerox Solutions

- **Medicaid Management Information System (MMIS)** platform to support increased eligibility
- **BPO platforms** to support customer enrollments
- **Public Healthcare Exchange (HIX) and Private Exchanges BPO** and technology solutions
- **Communications** services and platforms

Changing Payment and Risk Model



- Managed Care payment **consulting and performance measurement**
- **Recovery** services and **fraud, waste and abuse** analytics
- **Provider credit** balances
- **BPO platforms** to reduce operational cost

Increasing Care and Quality Measurement



- **Midas+ analytics** platform to measure quality of provider care
- **Care Quality Services (CQS)** for population management
- **Healthcare Consulting** covering EHR, ERP, Meaningful Use, ICD-10, etc.

Investing in Innovation, Acquiring New Capabilities

Organic Innovation

- **Platforms**
 - Medicaid Management Information System platform
- **Analytics**
 - Fraud, Waste & Abuse
 - Managed Care Analytics
 - Digital Care Coordinator
- **Consumer Engagement**
 - Multi-channel communication and medication adherence
- **Business Process Management**
 - Crowdsourcing for Data Management, Content Management, Analysis/Research, and Annotation

M&A

- **TMS Health (2010)** – Provides customer education, product sales and marketing, and clinical trial solutions for pharmaceutical companies
- **Credence Health (2011)** – Develops software that analyzes patient data to assist health providers improve quality of care and compliance
- **The Breakaway Group (2011)** – Offers training and tools to help healthcare professionals accelerate their adoption of Electronic Medical Records (EMR)
- **LearnSomething (2013)** – Provider of Digital Education Solutions to Food and Drug Retailers

Key Takeaways

- \$2B+ business with above average growth and margin expansion opportunity
- Well positioned to benefit from market trends – government, payers, providers and employers
- Offerings built on differentiated platforms and broad BPO delivery capabilities
- Investing in innovation and focused acquisitions to further enhance market position

