xerox

JB McCarthy

Development Director

Financial Services Innovation Centre, UCC

5th April, 2012

Subject: Letter in support of FuturICT flagship project

Dear Mr McCarthy,

Xerox has been the leader in document technology and services for over 50 years. With the acquisition of Affiliated Computer Services (ACS) in 2010, Xerox became the world's leading enterprise for business process and document management, offering services from healthcare and automated toll transactions to customer care centers, outsourced IT infrastructures and HR benefits management. Services now represent half of Xerox's $22.5 billion dollar revenue. Prior to becoming part of Xerox, the majority of ACS business was conducted in North America. The focus is now to aggressively grow the services business in Europe.

Some of the challenges our different lines of business need to manage, overlap with several of those being addressed by FuturICT. Dealing with big data goes across several business sectors as does the difficulty of accessing and exchanging information and data across heterogeneous systems. For example in healthcare, despite progress being made towards fully electronic medical records, the patient information spans across General Practitioners, hospitals, clinics and health insurer systems. In transportation, Xerox integrates information and payment systems across multimodal systems within cities and regions and needs to integrate this with urban planning policies to optimize infrastructures for citizens. In Finance and Human Resource services, Xerox mines data and builds models to estimate financial risk or economic factors that will affect retirement and pension schemes.

Whilst the new Xerox is different, we remain as committed as ever to R&D recognizing that innovation keeps us in the forefront of our industry. Xerox has five research centres in the U.S., Canada and Europe and Asia and invests approximately 4% of revenue in R&D. Of that percentage, investment in services related research has been steadily growing over the years. Such research has been the focus of European research since the Xerox Research Centre Europe (XRCE) was created in the early 90's and whose mission is to support the growth of the services business by creating valuable innovative offerings. Over the last two decades XRCE has collaborated with many academic and industrial institutions and has been a partner in dozens of European projects.

XRCE's core scientific expertise is in image, text and data analytics (data/information), process modeling and simulation (models) and ethnography (people) all of which are relevant to the themes in FuturICT.

We are therefore fully supportive of the FuturICT project's goals and objectives as we understand and appreciate their relevance from a research and service industry perspective. The development of a comprehensive services framework is critical to the growth of the European services economy and one which we would like to be involved in as both a partner and customer.

Sincerely,

Monica Beltrametti
Xerox Chief Services Research Officer
Director, Xerox Research Centre Europe