



# Capita Resourcing

Managed Service Program

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's Managed Service Program vendor assessment for Capita Resourcing is a comprehensive assessment of Capita Resourcing's managed service program (MSP) offering and capabilities, designed for:

- Sourcing managers investigating sourcing developments within MSP
- HR decision makers exploring the benefits and inhibitors of MSP as evidenced from the clients and vendor capability
- Vendor marketing, sales and business managers developing strategies to identify developments and target opportunities within managed service programs
- Financial analysts and investors specializing in, or covering the HR outsourcing industry and suppliers.

## Key Findings & Highlights

Capita Resourcing is part of the Workplace Services division, one of nine operating business divisions within Capita plc. Capita Resourcing has ~190 employees supporting MSP services, supporting two languages and delivering MSP services in the U.K. and Ireland.

Capita Resourcing has 12 MSP contracts (in addition to itself). By volume, Capita Resourcing's MSP business is mainly government/public sector; however, it also has clients across the energy/utilities, professional services, transportation and healthcare industries. It should be noted, however, that several of these contracts are MSP frameworks, which although procured by a single entity (where the master contract is between Capita Resourcing and that single entity), the service is provided to multiple autonomous clients (where each client contracts under a separate call-off contract). For example, within Capita Resourcing's CL1 government contract framework (Capita Resourcing's largest MSP contract) there are currently ~100 public sector organizations accessing the framework through specific contracts.

In 2015 Capita Resourcing managed a total contingent workforce spend of \$1,018.6m across ~18.2k contractor resources. Of these, the majority of contingent workers were direct hires (~83%) through a master vendor model, and the remainder are agency supplied staff sourced in a vendor neutral model.

Capita Resourcing's clients increasingly want a more blended total workforce solution (including RPO) and more bundling of services (including SOW and Freelancers). Capita Resourcing has been working on a number of service enhancements and new offerings to meet its clients' needs and those of the wider market (including talent shortages and advances in technology). Capita Resourcing has focused on specific initiatives around multigenerational workforce, diversity and inclusion, sourcing strategy, and utilizing plug-and-play technologies/toolkits to enhance automation and analytics.



## Scope of the Report

The report provides a comprehensive and objective analysis of Capita Resourcing's managed service program offering, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments in both its service and technology
- Analysis of the company's strengths, challenges, and outlook
- Revenue and Spend Under Management
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's key offerings (service model and service components)
- Analysis of the company's delivery capability (including the location, size and scale of delivery operations; and delivery via technology).

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## Report Length

15 pages

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