



Capita Resourcing

Next Generation Recruitment Process Outsourcing

Vendor Assessment
Report Abstract

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By Nikki Edwards
Principal Research Analyst
NelsonHall

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research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Next Generation Recruitment Process Outsourcing vendor assessment for Capita Resourcing is a comprehensive assessment of Capita Resourcing's recruitment process outsourcing (RPO) offering and capabilities, designed for:

- Sourcing managers investigating sourcing developments within RPO
- HR decision makers exploring the benefits and inhibitors of RPO 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 the strategic resourcing business within Capita plc (Capita) and is part of Capita's Professional Services division.

Established RPOs include banking, defense, financial services and government. Capita Resourcing offers end to end (enterprise) RPO, project RPO, hybrid (blended) RPO, and total talent (unified contract). It also offers ad-hoc MSP support.

Capita Resourcing's total revenues were £167.4m (\$217.6m) in 2016. Its RPO revenues for 2016 were £74.2m (\$96.5m), representing 44.3% of its total revenues. NelsonHall estimates Capita Resourcing's 2017 RPO revenues were ~\$98.4m.

Capita Resourcing will focus on promoting its project RPO, hybrid RPO and total talent capabilities; optimizing services as part of its ARC model; growing its delivery capability; leveraging centralized teams; using tools and tech to improve service delivery; and increasingly use/grow capability in data, analytics, RPA, AI, digital fingerprint and gamification.



Scope of the Report

The report provides a comprehensive and objective analysis of Capita Resourcing's recruitment process outsourcing 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
- 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 Author

Nikki Edwards

nikki.edwards@nelson-hall.com