Northgate Information Solutions U.K. Central Government BPO Services

Vendor Assessment
Report Abstract

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8 pages

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Who Is This Vendor Assessment For?

NelsonHall's U.K. Central Government BPO profile on Northgate is a comprehensive assessment of Northgate's U.K. central government BPO offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of U.K. central government BPO services and identifying vendor suitability for U.K. central government BPO services RFPs

- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the support services sector

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Northgate's offerings and capabilities in U.K. central government BPO services. Northgate is one of a number of BPO service companies analyzed in NelsonHall's comprehensive industry analysis programs.

Northgate's BPO services include administration of government schemes supported by Northgate technology. Its main targeted opportunities functions within central government BPO are industry-specific processing services and HR services.

Central government and the health sector comprise Northgate's industry specific BPO, with specific support services delivered for line of business requirements such as BBIS.

U.K. central government is only a small part of Northgate's HR services business. It contributes largely through payroll services.

Until recently Northgate was heavily focused on software sales with services built around its technology, but now it is shifting its focus to services and BPO is becoming more of a priority.

Scope of the Report

The report provides a comprehensive and objective analysis of Northgate's U.K. Central Government BPO offerings, capabilities and market and financial strengths including:

- Analysis of the company's offerings and key service components

- Identification of the company's strategy, emphasis and new developments

- Analysis of the company's strengths, weaknesses and outlook

- Revenue estimates

- Analysis of the profile of the company's customer base including examples of current contracts

- Analysis of the company's delivery organization including the location of delivery locations

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BPO Vendor Assessments:

Atos, Capita, Logica, Serco, Steria, Xerox