



Capita U.K. Central Government BPO Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's U.K. Central Government BPO profile on Capita is a comprehensive assessment of Capita'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 Capita's offerings and capabilities in U.K. central government BPO services. Capita is one of a number of BPO service companies analyzed in NelsonHall's comprehensive industry analysis programs.

Capita's association with the public sector goes back to its origins when it was first formed within the Chartered Institute of Public Finance & Accountancy (CIPFA) in 1984.

Capita focuses on providing an integrated range of "white collar, professional support services". Its government sector business spans central departments, education, health, local government and transportation.

Capita is increasing its focus on the healthcare market. It estimates that around two thirds of the 455 organizations within the NHS are recipients of at least one of its services.

Capita's principal target functions within BPO are:

- Industry-specific processing services
- HR services
- Front-office services

Capita has been increasing its focus on central government as new BPO opportunities emerge from the sector.

Scope of the Report

The report provides a comprehensive and objective analysis of Capita'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
- Key client case studies
- Analysis of the company's delivery organization including the location of delivery locations



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Report Length

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BPO Vendor Assessments:

Atos, Logica, Northgate, Serco, Steria, Xerox