



Xerox U.K. Central Government BPO Services

Vendor Assessment
Report Abstract

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9 pages

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Who Is This Vendor Assessment For?

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

In December 2010 Xerox was one of the first Tier 2 suppliers to sign a MoU with the U.K. government to continue to deliver services within its current framework of government with the Department for Work & Pensions.

Xerox's key offerings to the U.K. central government are in document outsourcing, such as managing print services for internal requirements, and the health sector, such as digitizing patient records.

The acquisition of ACS has provided Xerox with additional IT facilities in the U.K. that it can use to deliver services to the central government sector.

Organic growth is proving tough and could take time. In the medium term, expect Xerox to continue to target similar opportunities to MyCSP that are emerging from government policy to spin off niche public services into mutuals.

Scope of the Report

[scope]

This report provides a comprehensive and objective analysis of Xerox's U.K. Central Government BPO services, capabilities and market and financial strength, 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 the company's targeting strategy and examples of current contracts
- Key client case studies



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Report Length

6 pages

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BPO Vendor Assessments:

Atos, Capita, Logica, Northgate, Serco, Steria