



Steria U.K. Central Government BPO Services

Vendor Assessment
Report Abstract

Sarah Burnett
Government BPO Analyst
NelsonHall

9 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

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

Steria's BPO presence in the U.K. central government sector was significantly boosted with the acquisition of Xansa in 2007.

NHS SBS continues to sign up different types of NHS organizations across England, with payroll services and a hosted procurement functionality now also included alongside F&A. Steria's BPO offerings to the U.K. central government include F&A, payroll, procurement, other services from SBS and industry-specific services.

Steria tends to target opportunities which have multi-tower requirements or the potential for them.

Steria is looking to develop its HR and procurement services on the back of its payroll and other SBS offerings.

Scope of the Report

The report provides a comprehensive and objective analysis of Steria'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 the company's targeting strategy and examples of current contracts
- Key client case studies
- Analysis of the company's delivery organization including the location of delivery locations



Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
3.1	F&A
3.2	Payroll
3.3	Procurement
3.4	Other Services from SBS
3.5	Industry Specific
3.6	Other BPO
4.	Delivery Capabilities and Partnerships
5.	Strategy
6.	Strengths and Challenges
6.1	Strengths
6.2	Challenges
7.	Outlook

Report Length

9 pages

Report Author

Sarah Burnett

sarah.burnett@nelson-hall.com

BPO Vendor Assessments:

Atos

Capita

Logica

Northgate

Serco

Xerox