



# Xerox U.S. State & Local Government Industry Specific BPO Services

Vendor Assessment  
Report Abstract

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18 pages

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## Who Is This Vendor Assessment For?

NelsonHall's U.S. state and local government industry specific BPO profile on Xerox is a comprehensive assessment of Xerox's U.S. state and local government industry specific BPO offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of U.S. state and local government industry specific BPO services and identifying vendor suitability for U.S. state and local government industry specific 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.S. state and local government industry specific BPO services. Xerox is one of a number of BPO service companies analyzed in NelsonHall's comprehensive industry analysis programs.

Xerox's acquisition of ACS in 2010 propelled the company into a leading position as a supplier of BPO services to U.S. state and local government.

Xerox offers one of the broadest ranges of industry-specific BPO service to the U.S. state and local government sector among vendors. Key Xerox capabilities relevant to many segments of the government sector include:

- o Payment transaction processing
- o Administrative services
- o Customer service, both in call centers and walk in centers
- o Large scale program management
- o IT managed services.

Xerox follows a strategy of targeting white collar and platform-enabled outsourcing opportunities. The company looks for the potential to replicate developments in its capabilities as a result of one opportunity to reuse them elsewhere and to grow them in scope and scale.

## Scope of the Report

The report provides a comprehensive and objective analysis of in U.S. State and Local 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



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## Report Length

18 pages

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## BPO Vendor Assessments:

CGI

HP

Maximus