



BT Global Services – Public Sector Shared Services Outsourcing Report Abstract

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9 pages





Who Is This ITO Vendor Assessment For?

NelsonHall’s Vendor Assessment of BT Global Services’ public sector shared services outsourcing provides a comprehensive view of the company’s offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of shared services to the public sector and identifying vendor suitability
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the public sector outsourcing services sector.



Key Findings & Highlights

For over a decade, BT Global Services (BTGS) has been delivering shared services in the U.K. to local agencies, such as councils, police and fire authorities, typically as part of multi-process long-term outsourcing contracts. The market dynamics have changed since the government unveiled its austerity measures in the 2010 budget. Demand has largely changed from multi-process long-term partnership deals to single process shorter term opportunities. As a result, in 2011/12, BTGS set up a shared service center in South Tyneside to deliver standardized generic services U.K.-wide, using a Business Process as a Service (BPaaS) model to lower platform costs through shared infrastructure and multi-tenancy. A number of recent contract wins support BTGS’s new strategy for shared services.

With the standardized shared back-office services offering, BTGS has closed a hole in its portfolio which left it behind the curve in its core U.K. local government market. In the medium term, the company will be focusing heavily on winning new clients for the service, to increase its share and gain market momentum.

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Scope of the Report

The report provides a comprehensive and objective analysis of BT Global Services' public sector shared services outsourcing offerings, capabilities, and market and financial strength, including:

- Identification of the company's service-specific strategy, emphases and new developments
- Service-specific revenue estimates
- Analysis of the company's offerings and key service components
- Analysis of the company's approach to, and locations for, service delivery
- Analysis of the company's strengths, weaknesses and outlook.

Report Length

9 pages

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Other vendor assessments in this series:

Public sector shared services profiles of several vendors, including arvato, Atos, Civica, Maximus, Northgate Arinso, Northgate Public Sector, and Steria are currently in production.