



Capita

Key Vendor Assessment Report Abstract

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60 pages





Who Is This Key Vendor Assessment For?

NelsonHall's Key Vendor Assessment for Capita is a comprehensive assessment of Capita's offerings and capabilities, designed for:

- Marketing, sales and business managers developing strategies to target service opportunities within the BPO/IT services markets
- Sourcing managers monitoring the capabilities of existing suppliers of IT outsourcing services and identifying vendor suitability for IT services
- Consultants advising clients on vendor selection
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the BPO/IT services sector.



Key Findings & Highlights

In November 2017, Capita completed the sales of the Capita Asset Services division, which had been treated as a discontinued operation.

Capita has a new CEO, Jon Lewis, who has extensive experience in managing business turnarounds, though not in the BPO industry.

Following a review of Capita's structure, leadership, contracts and financial position, Lewis has initiated a transformation program, which has five workstreams, to improve Capita's performance over the mid-to-long term.

Publication of full year 2017 results has been delayed.

Contents

1. Strategy
2. Background
3. Financial Analysis
4. Organization Structure
5. Target Markets
6. Key Offerings
7. Strengths & Challenges
8. Emphases and Recent Developments
9. Outlook

Scope of the Report

The report provides a comprehensive and objective analysis of Capita's IT services and BPO offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's client base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, challenges and outlook.

Report Length

60 pages

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