



Cloud HR Transformation Service

Capita

Report Abstract

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13-pages

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Who is This Vendor Assessment For?

NelsonHall's Cloud HR Transformation Services profile on Capita is a comprehensive assessment of Capita offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Cloud HR Transformation Services and identifying vendor suitability for security services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Cloud HR Transformation Services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Capita's offerings and capabilities in Cloud HR Transformation Services.

Capita plc (Capita) is a public company traded on the London Stock Exchange and headquartered in London, U.K. It is a provider of technology-enabled business process management and outsourcing solutions. Its Cloud HR Transformation Services are delivered through its People Solutions division, which is one of 6 divisions, full list below (with approximate share of revenue FY2019):

- Software (10%)
- People Solutions (14%)
- Customer Management (22%)
- Government Services (21%)
- Technology Solutions (20%)
- Specialist Services (20%).

Capita entered the Cloud HR Transformation Service market approximately five years ago, but it began providing HR services in 1997. In 2019 it restructured and its Workplace Services organization to create a "People Solutions" organization and appointed new leadership. Its newly structured People Solutions division has five departments:

- Pensions and benefits
- Learning; offering managed and bespoke learning services
- Resourcing; including RPO and skills development
- Army recruitment
- HR Solutions; including multi-process HRO.

Although there have not been any recent HR-relevant acquisitions, since 2001, Capita has a history of growing its HR services through acquisitions.

Capita offers Cloud HR Transformation services with a focus on the employee experience across all HR processes and developing workforce strategies that bring comprehensive HR oversight across learning, access to skills and experience. It uses real-time employee engagement and survey tools to assess the health of a workforce to design solutions and propose technologies.

Scope of the Report

The report provides a comprehensive and objective analysis of Capita's Cloud HR Transformation Services offerings and capabilities, and market and financial strengths, including:

- 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
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

Cloud HR Transformation Service Assessments

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About The Author

Liz Rennie is a Principal Research Analyst with global responsibility for key HR research projects including Cloud-Based HR Transformation, Cloud-Based Benefits Services, and The Future of HR, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

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NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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