



## New World Workforce Management

# Capita

### Report Abstract

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8-pages

### Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
  - 7.1. Strengths
  - 7.2. Challenges
8. Outlook

## Who is This Vendor Assessment For?

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NelsonHall's New World Workforce Management profile on Capita is a comprehensive assessment of Capita offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Workforce Management and identifying vendor suitability for Workforce Management RFPs
- Vendor marketing, sales, and business managers looking to managers developing strategies to target service opportunities and benchmark themselves against their peers
- Financial analysts and investors specializing in the Workforce Management sector.

## Key Findings & Highlights

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NelsonHall's vendor assessment analyzes Capita's offerings and capabilities in Workforce Management 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 Workforce Management software division is part of its Software division, which is one of 6 divisions, full list below (with an approximate share of revenue FY2019):

- Software (10%), includes Retain International, Pay360, One Housing, and Workforce Management.
- People Solutions (14%)
- Customer Management (22%)
- Government Services (21%)
- Digital Solutions (20%)
- Specialist Services (20%).

Capita entered the Workforce Management software market in 2015 when it acquired Isys Group Ltd, a workforce management software company specializing in time and attendance systems, workforce scheduling, and employee screening. Isys Group had developed its specialized Workforce Management applications over 15 years and had clients in sectors such as facilities management, food processing, manufacturing and logistics. At the time, Isys Group had 48 employees based in Swindon.

Since the acquisition, Capita's Workforce Management software has supported Capita's wider BPO business. For example, its Workforce Management software is deployed in the DFR (Defence, Fire Rescue) contract and is now being deployed to schedule COVID Testers for the University of York.

Capita's Workforce Management software (known as iTime) was developed using Visual Basic 6 on-premise technology, in 2018 Capita secured \$4m funding to develop a multi-tenant SaaS version and launched its new product "Intelligent Workforce" (also known as iWorkforce). It was launched this year, in January 2021. The first version is suitable for small needs, and currently, it has five clients. Later this year, it is expected to release a version for larger clients (iWorkforce Professional).

Today it has ~420 workforce management software clients, some being very large such as ISS and Dnata. It is U.K.-focused and solely targets the U.K. market.

Capita has ~85 employees supporting Workforce Management, of which ~60% are based in Pune India and 40% based in the UK. All its services are supported remotely except hardware engineering provided on-site where a device cannot be fixed remotely.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Capita's Workforce Management 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.

## New World Workforce Management Assessments also available for:

ADP

Ceridian

Infor

Quinyx

SD Worx

TCP

UKG

WorkForce Software

## 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 Workforce Management, 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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## About NelsonHall

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](mailto:guy.saunders@nelson-hall.com)

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