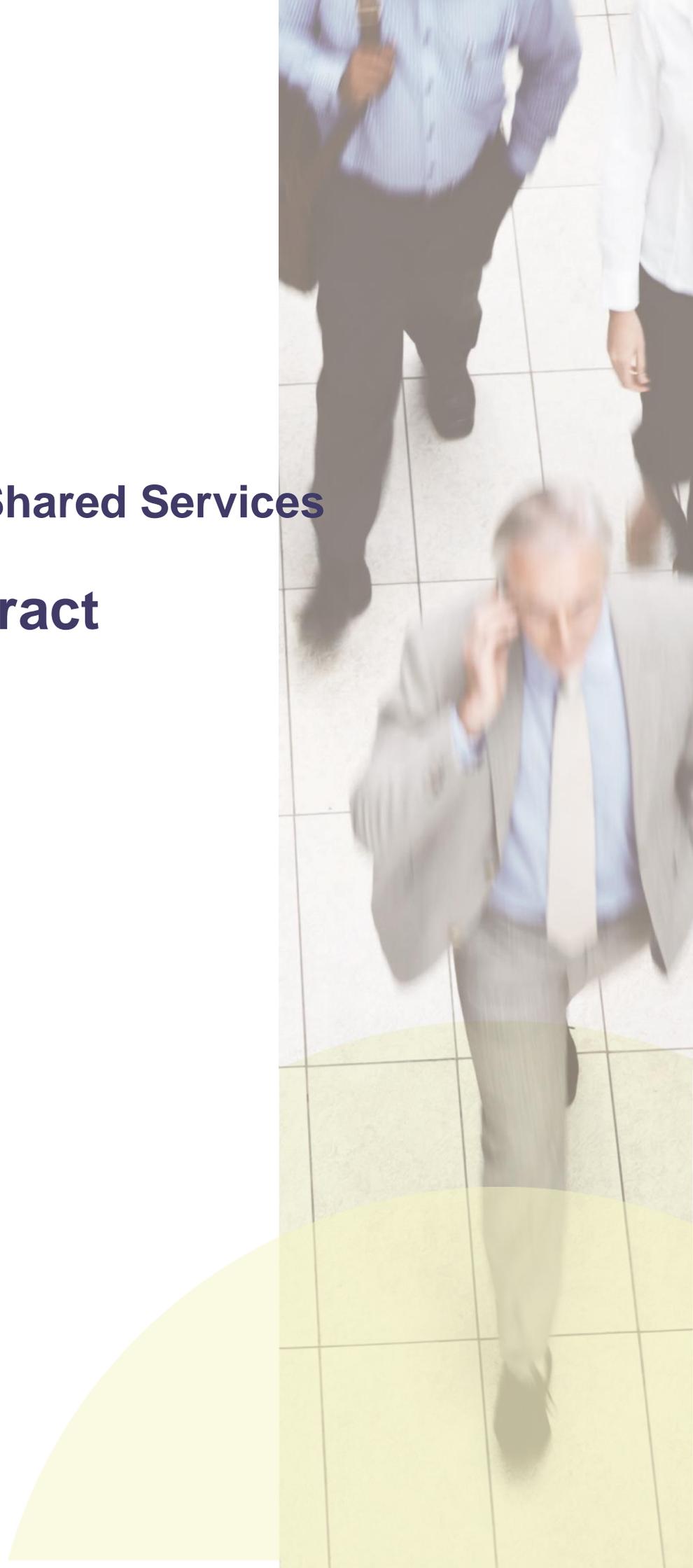




Civica Public Sector Shared Services Outsourcing Report Abstract

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**By Sarah Burnett
Research VP
Government Program
7 pages**





Who Is This ITO Vendor Assessment For?

NelsonHall's Vendor Assessment of Civica's 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

U.K. headquartered Civica is primarily a software and IT services provider to the public sector, with a growing BPO services business. The software portfolio includes sector-specific applications such as revenues and benefits, and also horizontal applications such as payment systems workflow and document and records management. Civica's proprietary software and client base provide it with a foundation for platform-based BPO services, broadly focusing on outsourcing discrete processes involving collections, assessments and administration (e.g. revenues and benefits) but also other services such as parking administration. Shared services BPO is largely focused on revenue and benefits processing in U.K. local government, rates processing in regional government in Australia and library services in the education sector in Singapore.

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Scope of the Report

The report provides a comprehensive and objective analysis of Civica's 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

7 pages

Report Author

Sarah Burnett

sarah.burnett@nelson-hall.com

Other vendor assessments in this series:

- Atos
- BT Global Services
- Civica
- HP Enterprise Services
- Maximus
- Northgate Public Sector
- Steria.