



# **Maximus Public Sector Shared Services Outsourcing Report Abstract**

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## Who Is This ITO Vendor Assessment For?

NelsonHall's Vendor Assessment of Maximus' 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.S. headquartered Maximus has been providing industry-specific BPO services to government agencies since it was founded in 1975. The company operates in two business segments:

- Health services
- Human services.

Health services is Maximus' biggest segment, accounting for ~65% of overall revenue, mainly from the U.S. The company also has healthcare BPO contracts in other countries such as Canada. The human services segment provides contact center and administrative support and case management services to federal, state and county agencies.

Shared services are a common theme in Maximus' approach to service delivery:

- In the U.S. federal government sector, Maximus delivers 80% of federal Medicare appeals services for parts A to D on a shared basis
- In the U.S. state government sector shared services are also deployed in both health and human services through shared customer contact centers and document processing.

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## Scope of the Report

The report provides a comprehensive and objective analysis of Maximus' 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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