



Targeting U.K. Police Sector BPO

Report Abstract

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Who Is This Report For?

NelsonHall's "Targeting U.K. Police Sector BPO" market analysis report is designed for:

- Marketing, sales and business managers developing strategies to target service opportunities within the U.K. Police Sector BPO market
- Sourcing managers investigating sourcing developments within the U.K. Police sector
- Financial analysts specializing in the support services sector.

Scope of the Report

"Targeting U.K. Police Sector BPO" provides analyses of factors that are driving the market for BPO services in the sector. It provides market sizing, buyer segmentation, and supplier rankings according to a number of factors including their sector-specific revenues, domain expertise and capabilities.

The report addresses the following questions:

- How the market is changing in response to government policy and growing demand for services
- What are the key drivers for business process outsourcing
- Which requirements are going to deliver the largest opportunities for growth in the market
- Market size and segmentation
- Which are the key suppliers to the market and what they offer
- The match between different buyer segment's requirements and the suppliers' range of offerings
- The challenges and the opportunities that suppliers face.



Key Findings & Highlights

Government budget cuts are driving demand for outsourcing in the police sector with requirements which include:

- Increasing civilianization of office functions to return police officers back to the frontline
- Overhaul of services to squeeze out inefficiency and to build foundations for continuous improvement in preparation for future rounds of budget cuts.

Police forces that have opted for large multi-process transformational partnership deals have outsourced on average 16% of their functions as a proportion of their budgets

New requirements for multi-process transformational BPO requirements are expected to be on a par with those in front- and back-office services with smaller demand expected in industry-specific services due to external factors.

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Vendors researched include:

- Capita
- G4S
- IBM
- Logica
- Mouchel
- Steria
- Xafinity Paymaster

Report Length

54 pages, consisting of 7 chapters

Report Author

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