



Civica U.K. Local Government BPO Services

Vendor Assessment Report Abstract

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By Sarah Burnett
Research Director – Government Sourcing
NelsonHall

5 pages





Who Is This BPO Vendor Assessment For?

NelsonHall’s “Local Government BPO Services” Vendor Assessment for Civica is a comprehensive assessment of Civica’s white collar business process outsourcing (BPO) offerings and capabilities designed for:

- Sourcing managers within U.K. local government sector monitoring the capabilities of existing suppliers of white collar BPO and identifying vendor suitability for BPO RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector



Key Findings & Highlights

Civica is new to local government BPO services in the U.K. having been awarded its first revenue and benefits services contract by Gloucester City Council in October 2011. This is likely to be the first of more local government BPO contracts to come for Civica which has an established presence in the sector thanks to its software and ITO services. Civica’s software spans across local authority segments such as councils, libraries and schools. The portfolio includes both sector specific software, such as, revenues and benefits, as well as horizontal applications such as workflow and document and records management. The technology provides a broad-base for platform BPO services for Civica, but the company is currently focusing on single process revenue and benefits BPO.

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Scope of the Report

The report provides a comprehensive and objective analysis of Civica's BPO offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases and new developments
- 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

5 pages

Report Author

Sarah Burnett

sarah.burnett@nelson-hall.com

U.K. Local Government BPO Vendor Assessments Also Available for:

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