



# BT U.K. Local Government BPO Services

## Vendor Assessment Report Abstract

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16 pages





## Who Is This BPO Vendor Assessment For?

NelsonHall's "Local Government BPO Services" Vendor Assessment for BT is a comprehensive assessment of BT's business process outsourcing (BPO) offerings and capabilities designed for:

- Sourcing managers within U.K. local government sector monitoring the capabilities of existing suppliers of 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

BT is a U.K. headquartered business with a growing portfolio of business process outsourcing services for the U.K. local government sector including back-office, industry specific and front-office services.

BT has a technology-led approach to service transformation which includes improving access to, and, sharing of key information between service lines and front-office services. BT also looks to consolidate like services or aspects of services that can be shared across the enterprise or among partners.

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## Scope of the Report

The report provides a comprehensive and objective analysis of BT'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

16 pages

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

Serco