



Capita U.K. Local Government White Collar BPO Services

Vendor Assessment Report Abstract

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12 pages





Who Is This BPO Vendor Assessment For?

NelsonHall’s “Local Government White Collar BPO Services” Vendor Assessment for Capita is a comprehensive assessment of Capita’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

U.K. local government is Capita’s largest vertical market, contributing 18% of group revenues in 2011. (This excludes emergency services that accounted for an additional 3%). In white collar BPO services segment, Capita is the top supplier by revenue, providing a broad range of services that include revenues and benefits, HR, and front office services. Capita promotes a centralized approach to service delivery that fits the shared services model too. This brings benefits such as economies of scope and scale, thus enabling lower cost structures, pooling of human resources in more specialized areas such as council tax collection, to mitigate the risk of staff shortages and the ability for local authorities in high labor cost areas such as Central London to migrate services to lower cost locations and/or those with less itinerant workforces.

Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
	Sheffield County Council
	Birmingham County Council
	Southampton City Council
	Hart District Council
	Swindon Borough Council
	Blackburn-with-Darwen Borough Council
	South Oxfordshire and Vale of White Horse District Councils
	London Borough of Bexley
	Other contract awards
4.	Delivery Capabilities and Partnerships
5.	Strategy
6.	Strength and Challenges
	6.1 Strengths
	6.2 Challenges
7.	Outlook

Scope of the Report

The report provides a comprehensive and objective analysis of Capita'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

12 pages

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

Serco

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