



# Targeting U.K. Local Government White Collar BPO

Report Abstract

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## Who Is This Report For?

NelsonHall's "Targeting U.K. Local Government White Collar BPO" market analysis report is designed for:

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

## Scope of the Report

"Targeting U.K. local Government White Collar 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

Central government austerity measures and other policies such as Open Public Services are changing the market dynamics. The pressure to significantly reduce expenditure as well as increasing choice and competition in public services are leading to a mix of opportunities and threats; more outsourcing opportunities and more competition. There is also increased emphasis on shared services and resource pooling encouraged not only by economies of scale but by government initiatives such as 'community budgets'. Accordingly:

- Demand for white collar BPO services is expected to remain strong with the emphasis being primarily on cost cutting and improving services
- Shared services are in vogue once again but the pace of change and implementation continues to be slow
- There is an uptick in alternative pricing models e.g. outcome-based or gain-share
- The market for revenues and benefits outsourcing remains strong with growing demand for revenue assurance, fraud and error prevention.

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## Vendors researched include:

- arvato
- BT
- Capita
- IBM
- Liberata
- Mouchel
- Northgate Information Solutions
- Serco
- Steria

## Report Length

57 pages, consisting of 7 chapters

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