Serco
U.K. Central Government BPO Services

Vendor Assessment
Report Abstract

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18 pages

Who Is This Vendor Assessment For?

NelsonHall's U.K. Central Government BPO profile on Serco is a comprehensive assessment of Serco's U.K. central government BPO offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of U.K. central government BPO services and identifying vendor suitability for U.K. central government BPO services 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

This NelsonHall vendor assessment analyzes Serco's offerings and capabilities in U.K. central government BPO services. Serco is one of a number of BPO service companies analyzed in NelsonHall's comprehensive industry analysis programs.

Serco Group offers a number of propositions to the U.K. central government sector including, transport services, scientific services, engineering, facilities management, industry specific services, health, consulting and leisure. Civil government and defense make up its largest sectors.

Since the 1990s Serco's involvement in the government market has become more sophisticated through private finance initiatives (PFIs) in areas such as education, health and justice.

The Conservative-led coalition government is pro privatization and Serco is a likely beneficiary of privatization of more prisons and other public services such as non-core health services.

Serco is looking to reduce exposure to changes in its home market by diversifying and expanding operations internationally to North America, Australia, New Zealand and the Middle East

Scope of the Report

This report provides a comprehensive and objective analysis of Serco's U.K. Central Government BPO services, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components

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

- Analysis of the company's strengths, weaknesses and outlook

- Revenue estimates

- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts

- Key client case studies

- Analysis of the company's delivery organization including the location of delivery locations

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BPO Vendor Assessments:

Atos, Capita, Logica, Northgate, Steria, Xerox