



Capita Sourcing & Procurement Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Sourcing and Procurement Services Vendor Assessment for Capita is a comprehensive assessment of Capita's sourcing and procurements service offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of sourcing and procurement services and identifying vendor suitability for outsourcing services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the sourcing and procurement services sector.

Key Findings & Highlights

Capita is a major BPO provider in the U.K., with long-term experience in large scale, long-term back- and middle-office contracts in sectors including local government, central government, insurance and financial services. It has also built a large customer management services BPO business, serving sectors including telecoms and retail.

Capita has developed sourcing and procurement (S&P) services capabilities from:

- The transfer of personnel within very large multi-tower local government BPO contracts which included procurement services. An example is Southampton City Council. However, these personnel typically continued to provide procurement services to that council only
- Leveraging its internal procurement division to support external clients
- The acquisition in 2011 of Red Procurement for £1m plus £1m earnout, adding 19 FTEs, to develop its procurement consultancy expertise
- Hiring externally, targeting procurement professionals with over ten years' experience.

It does not conduct any internal training.

Capita does not offer multi-category S&P services on a standalone basis, but as part of a broader outsource, or in a "work-alongside" sourcing support model to existing clients of other services.



Scope of the Report

The report provides a comprehensive and objective analysis of Capita's sourcing and procurement service offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.

Contents

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths and Challenges
8. Outlook

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