



# Capita CX Services in Energy and Utility

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's Customer Experience Services in Energy and Utility on Capita is a comprehensive assessment of Capita's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS 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

Capita offers CX services including industry-specific services such as maintaining the national gas safe registry in the U.K., smart meter governance in the country through a subsidiary Data Communications Company, and software implementation and data flow management with its company AMT Sybex.

## Scope of the Report

The report provides a comprehensive and objective analysis of Capita customer experience services offerings and capabilities, and market and financial strengths in the energy and utility sectors, including:

- 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
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery sites.



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7. Strengths & Challenges
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8. Outlook

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## Report Length

11 pages

## Customer Experience Services in Energy and Utility Vendor Assessments also available for:

Alorica, Atento, Comdata, iQor, TCS, Wipro, WNS, Unisono