



Capita Managed Service Program Outsourcing

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Managed Service Program Outsourcing Vendor Assessment for Capita is a comprehensive assessment of Capita's Managed Service Program Outsourcing offering and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of recruitment process outsourcing and identifying vendor suitability for recruitment process outsourcing RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector
- HR decision makers

Key Findings & Highlights

Headquartered in the U.K., Capita's MSP business is mainly U.K. public sector; however it also has U.K. clients across the energy, transport and logistics (including aviation services), and defense industries. It has ~320 employees supporting MSP services; in 2013, its total of managed contingent staff was 8,668 (daily average).

Capita's MSP services include both master vendor and vendor neutral offerings, however most resources are supported through a master vendor model. The profile of job families within Capita's MSP services, by number of contingent staff, is as follows:

- IT and program management (49%)
- Finance and related (10%)
- HR (9%)
- Procurement (9%)
- Operational (3%)
- Other (19%).

Scope of the Report

The report provides a comprehensive and objective analysis of Capita's Managed Service Program outsourcing offering, capabilities, and market and financial strength, 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, size and scale of delivery locations and their activities.



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Report Length

12 pages

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Managed Service Program Vendor Assessments also Available for:

Advantage xPO

Alexander Mann Solutions

Allegis Global Solutions

Hudson

ManpowerGroup Solutions TAPFIN

Pontoon

Resource Solutions

Volt