



Steria BPO Services in U.K. Police Sector

Vendor Assessment Report Abstract

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11 pages





Who Is This BPO Vendor Assessment For?

NelsonHall’s “BPO Services in U.K. Police Sector” Vendor Assessment for Steria is a comprehensive assessment of the company’s business process outsourcing (BPO) offerings and capabilities designed for:

- Sourcing managers within U.K. police sector monitoring the capabilities of existing suppliers of BPO and identifying vendor suitability for BPO 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

Steria’s BPO presence in the police sector owes much to its technology which has enabled it to develop relationship with its target client base. Steria STORM command and control technology is deployed at >60% of U.K. police authorities. The relationship with Cleveland Police Authority (CPA), Steria’s major BPO client in the sector, started in 2008 with Steria implementing BEAT System’s mobile data technology. The CPA became one of the early adapters of the mobile solution under its Project CUPID (Cleveland Universal Police Information Device). The current 10-year £200m BPO contract with the CPA followed in June 2010.

Other opportunities are on the horizon for Steria but many police forces have put sourcing decisions on hold until after the police and crime commissioner (PCC) elections in November 2012.

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Scope of the Report

The report provides a comprehensive and objective analysis of Steria's BPO offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases and new developments
- Revenue estimates
- Analysis of the company's offerings and key service components
- Analysis of the company's approach to and locations for service delivery
- Analysis of the company's strengths, weaknesses and outlook.

Report Length

11 pages

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Other Emergency Sector Vendor Assessments Also Available for:

Logica
Mouchel