



**Mouchel -  
White Collar BPO in  
U.K. Emergency Services Sector  
Vendor Assessment  
Report Abstract**

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**6 pages**





## Who Is This BPO Vendor Assessment For?

NelsonHall's "White Collar BPO in U.K. Emergency Services Sector" Vendor Assessment for Mouchel is a comprehensive assessment of the company's white collar business process outsourcing (BPO) offerings and capabilities designed for:

- Sourcing managers within U.K. emergency services sector monitoring the capabilities of existing suppliers of white collar 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

Mouchel has an established presence in white collar BPO among the U.K. police and fire and rescue authorities. The company's existing BPO services to the sector are comprised of payroll and pensions administration and represent a fraction of its overall business. Services are delivered from centers that were originally set up for Mouchel's local authority clients and which are now shared with other clients. Police and fire and rescue clients' contracts are fulfilled from centers in Lincoln and Middlesbrough utilizing a pool of ~ 200 personnel.

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## Scope of the Report

The report provides a comprehensive and objective analysis of Mouchel'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

6 pages

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