



Serco FAO in the Travel, Transport & Logistics Sector

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's Vendor Assessment for Serco is a comprehensive assessment of Serco's FAO offerings and capabilities in the Travel, Transport & Logistics (TTL) sector. The report is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of F&A services and identifying vendor suitability for F&A 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

This NelsonHall vendor assessment analyzes Serco's FAO offerings and capabilities in the TTL sector. Serco is one of a number of F&A Outsourcing services companies analyzed as part of NelsonHall's FAO industry analysis focused on the TTL sector.

Serco is a U.K. headquartered IT and BPO services Company employing 122,000 FTEs and generating revenues of \$7.6bn in 2012.

Serco Global Services (SGS), the BPO business of Serco, was created in 2011 and provides front and back office BPO services to public and private sector companies. Serco has acquired a number of BPO companies in the past two years including Vertex's public sector (CMS) business in 2012 (3,000 FTEs, 2012 revenues of £110m or \$170m) and 3 further BPO companies in 2011 including Intelnet (2011 revenues of £170m or \$272m).

Serco's finance and accounting outsourcing (FAO) capabilities were acquired as part of the 2011 acquisition of Intelnet.

Serco supports its FAO clients in the TTL sector from three delivery centers in India – two based near Mumbai (Goregaon and Thane) and one located near New Delhi in Gurgaon. These centers serve both Serco's national and international TTL clients.

The delivery centers located in Goregaon and Thane near Mumbai predominantly serve the travel sector and have become Serco's travel CoE. These centers, previously belonging to the captive operations of the Travelport Group (Travelport ISO) were acquired in December 2007 by Intelnet. The Travelport ISO provided voice and FAO services to Travelport group companies including Gullivers Travel Associates, which remains a Serco client although recently sold by Travelport to Kuoni.

Scope of the Report

The profile provides a comprehensive and objective analysis of Serco's FAO offerings, capabilities, and market and financial strength with regard to the TTL sector, including:

- Identification of the company's strategy, emphases 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 locations.



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Report Length

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FAO Vendor Assessments are Available for the following:

Accelya, EXL Service, HP, IBM, NIIT Technologies, Serco, Sutherland Global Services, Tata Consulting Services (TCS) and WNS Global Services.