



# Atos - Public Sector Shared Services BPO

## Report Abstract

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9 pages





## Who Is This ITO Vendor Assessment For?

NelsonHall's Vendor Assessment of Atos public sector shared services outsourcing provides a comprehensive view of the company's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of shared services to the public sector and identifying vendor suitability
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the public sector outsourcing services sector.



## Key Findings & Highlights

Atos is a major European IT and BPO services provider which was established by the merger of Atos and Origin in October 2000. At the time, the companies had total revenues of €3.7bn and ~27k employees. Revenues reached €8.6bn in 2013, including public sector BPO revenues, with a total of >76k employees worldwide.

As well as occupational health services, Atos offers payment processing on a shared services basis. The renewal of the NS&I contract in May 2013 has boosted Atos' presence in payment services, opening up other new opportunities for the company. Components of the service, such as managing customer records and payments, can be shared and re-used in the public sector in areas where payments are processed, e.g. disbursement of grants and payments of fees. Atos has formed a partnership with NS&I called Government Payment Services (GPS), which has already won three payment processing contracts in the public sector. Given the appetite for shared services in the U.K. central government sector, we expect multiple contract wins by GPS in the next 24 months.

## Contents

1.	Background	
2.	Revenue Summary	
3.	Key Offerings	
4.	Delivery Capability and Partnerships	
5.	Target Markets	
6.	Strategy	
7.	Strengths and Challenges	
	7.1 Strengths	
	7.2 Challenges	
8.	Outlook	

## Scope of the Report

The report provides a comprehensive and objective analysis of Atos' public sector shared services outsourcing offerings, capabilities, and market and financial strength, including:

- Identification of the company's service-specific strategy, emphases and new developments
- Service-specific 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

9 pages

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