



Capita Digital CX Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Digital Customer Experience Services on Capita is a comprehensive assessment of Capita's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS 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

At the end of 2017, the company had a new CEO Jonathan Lewis and adopted a three-year turnaround plan under the banner "Simplify, Strengthen, Succeed." Under the plan, it simplified its organizational structure with five core divisions including Customer Management Services.

Scope of the Report

The report provides a comprehensive and objective analysis of Capita digital customer experience services offerings and capabilities, and market and financial strengths, 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 of delivery sites.



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1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships
 - 4.1 Delivery Capability
 - 4.2 Platforms and Intellectual Property
 - 4.3 Commercial Model

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

13 pages

Customer Experience Services in Travel, Transport, and Hospitality Vendor Assessments also available for:

Aegis, Alorica, Arvato, Atento, C3, Comdata, Concentrix, Conduent, Convergys, CSS Corp, DXC Technology, Intelenet, iQor, HGS, Sitel, Sutherland, SYKES, TaskUs, TCS, Tech Mahindra, Teleperformance, Transcom, transcosmos, TTEC, WNS, VXI