



Capita CMS in Telecommunications/ Cable/Satellite

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in telecommunications/cable/satellite industry sector profile on Capita is a comprehensive assessment of Capita's telecommunications/cable/satellite sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the telecommunications/cable/satellite sector and identifying vendor suitability for CMS 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

Capita Group Plc (Capita) was formed in 1984 within the Chartered Institute of Public Finance & Accountancy (CIPFA). It separated from CIPFA through a management buy-out in 1987, and was listed on the London Stock Exchange in 1991.

Although initially strongly focused on the U.K. public sector, since 1999 Capita has placed increasing emphasis on targeting business process outsourcing (BPO) opportunities within the private sector.

Capita has 5 CMS clients in the telecommunications/cable/satellite industry sector, all based in the U.K. The company provides CMS in support in a range of offerings including:

- Customer care
- Retention
- Sales

Capita has delivery centers in support of its telecommunications/cable/satellite customers in South Africa and the U.K.

Scope of the Report

The report provides a comprehensive and objective analysis of Capita's telecommunications/cable/satellite sector CMS offerings, capabilities, and market and financial strength, 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 telecommunications/cable/satellite sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's telecommunications/cable/satellite sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for telecommunications/cable/satellite sector clients.



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Report Length

7 pages

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