



Northgate Public Services – Public Sector Shared Services BPO

Report Abstract

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11 pages





Who Is This ITO Vendor Assessment For?

NelsonHall's Vendor Assessment of Northgate Public Services' (NPS) public sector shared services outsourcing profile 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

Northgate Public Services (NPS) is the public sector arm of Northgate Information Solutions Ltd (Northgate IS). NPS' principal activity is IT, with the company selling a portfolio of software applications including revenue and benefits processing and housing.

In the BPO segment, NPS specializes primarily in industry specific services such as revenues and benefits processing, as well as front-office services. To a smaller extent, it also provides HR and F&A services. NPS clients include 98% of local authorities which it supports through its various contracts including the Blue Badge Improvement Scheme.

NPS' approach to BPO service delivery hinges around shared services. It has established a number of strategic shared services delivery centers in the U.K. which provide revenue and benefits and other industry specific services, and is planning to open a further two centers to scale its delivery capabilities.

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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 NPS 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

11 pages

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