



arvato
U.K. Local Government
BPO Services

Vendor Assessment
Report Abstract

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13 pages





Who Is This BPO Vendor Assessment For?

NelsonHall's "Local Government BPO Services" Vendor Assessment for arvato is a comprehensive assessment of the company's white collar business process outsourcing (BPO) offerings and capabilities designed for:

- Sourcing managers within U.K. local government sector monitoring the capabilities of existing suppliers of white collar BPO and identifying vendor suitability for BPO 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

arvato is the outsourcing arm of Bertelsmann, the publishing and media giant. arvato's move into U.K. local authority BPO market came in 2005 when it won the first multi-process contract that it bid for, at East Riding of Yorkshire Council (ERYC). arvato's main strategy is to target more multi-process BPO contracts but it also targets single-process BPO opportunities in the sector that typically come in the form of resilience and overflow services in revenue and benefits processing among smaller councils. arvato's shared virtual capabilities are also targeted at this group.

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Scope of the Report

The report provides a comprehensive and objective analysis of arvato's BPO offerings, capabilities, and market and financial strength, including:

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

13 pages

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U.K. Local Government BPO Vendor Assessments Also Available for:

BT

Capita

Civica

Serc