



# Serco U.K. Local Government White Collar BPO Services

**Vendor Assessment  
Report Abstract**

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**14 pages**





## Who Is This BPO Vendor Assessment For?

NelsonHall’s “Local Government White Collar BPO Services” Vendor Assessment for Serco is a comprehensive assessment of Serco’s business process outsourcing (BPO) offerings and capabilities designed for:

- Sourcing managers within U.K. local government sector monitoring the capabilities of existing suppliers of 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

Serco is a U.K. headquartered business with a growing portfolio of white collar outsourcing services for the U.K. local government sector including back-office, industry specific and front-office services.

Serco’s strategy to extend its offerings into segments such as back- and front-office BPO, is helping the company Serco insulate itself from demand fluctuations in specific segments e.g. ITO and educational services.

Its move into adult social care combined with its existing occupational health services position it well to benefit from closer working between health and social services.

## Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
	3.1 Multi-process BPO
	3.2 Customer Services
	3.3 Standalone Revenue and Benefits Services
	3.4 Educational Services
	3.5 Standalone Occupational Health Services
4.	Delivery Capabilities and Partnerships
5.	Strategy
6.	Strength and Challenges
	6.1 Strengths
	6.2 Challenges
7.	Outlook

## Scope of the Report

The report provides a comprehensive and objective analysis of Serco'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

14 pages

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**U.K. Local Government BPO Vendor Assessments Will Also be Available for other vendors soon.**