Capita
Recruitment Process Outsourcing

Vendor Assessment
Report Abstract

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By Gary Bragar

HR Outsourcing Research Analyst

NelsonHall

11 pages

Who Is This Vendor Assessment For?

NelsonHall's recruitment process outsourcing vendor assessment for Capita is a comprehensive assessment of Capita's recruitment process outsourcing offering and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of recruitment process outsourcing and identifying vendor suitability for recruitment process outsourcing RFPs

- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the support services sector

- HR decision makers.

Key Findings & Highlights

Capita is a U.K. headquartered BPO and professional services company. Capita Resourcing is the strategic resourcing business within Capita plc and provides RPO, project RPO, contingent workforce solutions, and total workforce solutions (integrated permanent and contingent workforce services), and talent consulting and advisory services.

In 2015, Capita Resourcing had ~12 RPO clients (four included in MPHRO), ~1.7k RPO employees, and performed ~15.7k hires in the U.K.

Capita primarily services the U.K. (~99.9% of hires), with very limited hiring in Asia Pacific and Latin America. It has 1,664 employees in the U.K. and 13 employees in Krakow, Poland supporting standalone RPO. The Krakow services are restricted to non-voice activities such as talent identification and talent pooling.

Capita is technology agnostic and utilizes a range of different technologies and platforms to optimize its service offering. It will work with a client's preferred technology, and will consult on appropriate technology to incorporate into the solution.

Capita services ~12 clients for RPO, with approximately seven standalone RPO clients. It targets U.K. based organizations. For end to end RPO, it targets mid-market organizations with 5k – 15k employees, and organizations with 2k employees and above for unbundled services.

New developments include:

- A workforce planning tool and consulting offering, which will form part of Capita's core RPO solution along with employer branding, careers site development, and social media strategy and management

- Working with Capita Talent Partnerships to develop an early careers offering which includes managing government funding for traineeships and apprenticeships

- Investing in a Poland based sourcing team to offer a centralized low cost sourcing function and to expand Capita's footprint across Europe with language capability.

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Scope of the Report

The report provides a comprehensive and objective analysis of Capita's recruitment process outsourcing offering, 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 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, size and scale of delivery locations and their activities.

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Report Author

Gary Bragar

gary.bragar@nelson-hall.com

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Recruitment Process Outsourcing Vendor Assessments also Available for:

ADP

Alexander Mann Solutions

Allegis Global Solutions

Capita

Cielo

Futurestep, a Korn/Ferry company

Hudson

IBM

KellyOCG

ManpowerGroup Solutions

PeopleScout

Randstad Sourceright

RTM

Seven Step RPO

WilsonHCG.

Yocto – The RPO Division of TMP Worldwide (U.K.)