



Capita CMS in Retail Industry Sector

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the retail 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 recently recognized the importance of offering customer management services (CMS) alongside its specialist industry-specific and back-office services and made acquisitions to develop its CMS capabilities. In 2011, Capita acquired, Ventura, a customer contact specialist company. During the same year, it also acquired the Vertex Private Sector division. This division focuses on contact center outsourcing in the U.K. with clients in the retail, utilities and telecommunications industry sectors.

The company is headquartered in London, England. Capita has five (CMS) retail industry sector clients.

Current Capita retail clients include:

- U.K.-based retailer
- U.K.-based multinational retailer.

Scope of the Report

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



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Report Length

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CMS in Retail Vendor Assessments Also Available for:

Aegis, Serco, Sitel, Sutherland Global Services, Teleperformance, Transcom, transcosmos, Webhelp, Wipro and Xerox Services