



HP Enterprise Services - Public Sector Shared Services BPO

Report Abstract

April 2014

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17 pages**





Who Is This ITO Vendor Assessment For?

NelsonHall’s Vendor Assessment of HP Enterprise Services (HP ES) public sector shared services outsourcing 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

HP ES is a major supplier of BPO to the U.S. federal and state healthcare services, some of which is delivered as shared services. HP ES also has a BPO presence in public sector shared services in Europe and Canada. In terms of revenue, NelsonHall estimates that U.S. government sector health and human services accounts for more than half of HP ES’ shared services BPO.

In the U.S. HP ES continues to be the largest provider of Medicaid process management services, serving as fiscal agent and MMIS vendor in 20 states. It provides Medicaid process support, mainly dealing with eligibility and payment issues and information management through MMIS deployments. It also provides administration and support for Medicare services and improper payments detection and prevention to the U.S. federal government.

Elsewhere, HP ES provides a variety of services including document management, industry-specific revenue and payments, and payroll shared services.

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Scope of the Report

The report provides a comprehensive and objective analysis of HP ES' 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

17 pages

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