



Logica BPO Services in U.K. Police Sector

Vendor Assessment Report Abstract

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9 pages





Who Is This BPO Vendor Assessment For?

NelsonHall’s “BPO Services in U.K. Police Sector” Vendor Assessment for Logica is a comprehensive assessment of the company’s business process outsourcing (BPO) offerings and capabilities designed for:

- Sourcing managers within U.K. police 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

Logica’s BPO services to the U.K. police sector currently comprise payroll and pension administration services. Logica has had a framework agreement with the U.K. central government for payroll services to the Civil Service which has been open to the police since 2006. Approximately 80% of Logica’s current police sector contracts are under the framework. The rest have been negotiated separately. Logica is also targeting more BPO opportunities in this sector including shared services and front-office services.

The company’s domain-specific knowledge has been enhanced through working in the adjacent criminal justice sector e.g. as part of the contract to build and run the Police National Database (PND) which enables police forces in the U.K. and Northern Ireland, and other relevant government organizations, to share, access and search for intelligence and operational information that is held on local systems.

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Scope of the Report

The report provides a comprehensive and objective analysis of Logica'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

9 pages

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Other Emergency Sector Vendor Assessments Also Available for:

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Steria