



# **NGA Public Sector Shared Services Outsourcing Report Abstract**

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**By Sarah Burnett**

**Research VP**

**Government Program**

**11 pages**





## Who Is This ITO Vendor Assessment For?

NelsonHall’s Vendor Assessment of NGA Human Resources’ (NGA) 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

NGA Human Resources (NGA), formerly known as NorthgateArinso, the HR division of Northgate Information Solutions, was formed after the acquisition of Arinso International in August 2007. The company is known for its multi-country payroll capabilities, technology platforms and system integration services.

The \$100m acquisition of Convergys’ HR Management (HRM) business in 2010 was key for NGA to establish the size and quality footprint that it had wanted in the U.S. Convergys helped to increase NGA’s FY 2011 revenues by ~40%. In addition, the acquisition brought the Texas and Florida State multi-process HRO contracts, as part of which NGA delivers shared HR services to employees of all the state governments’ agencies.

This profile focuses on NGA’s shared HRO services offerings to the public sector. Of the company’s ~110 HR BPO clients, NelsonHall estimates that 20% are public sector shared services clients, including a number of universities and hospitals in Holland, and Texas and Florida States in the U.S.

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## Scope of the Report

The report provides a comprehensive and objective analysis of NGA's 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

11 pages

## Report Author

Sarah Burnett

[sarah.burnett@nelson-hall.com](mailto:sarah.burnett@nelson-hall.com)

## Other vendor assessments in this series to be published soon:

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- Northgate Public Sector
- Steria.