



# arvato Public Sector Shared Services Outsourcing Report Abstract

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12 pages





## Who Is This ITO Vendor Assessment For?

NelsonHall's Vendor Assessment of arvato's 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

Prior to 2013, when arvato's shared services capabilities were significantly boosted by two major contract awards, arvato had small scale shared services operations in U.K. local government, largely delivering revenues and benefits services on a shared basis. These continue to be provided through the delivery centers that arvato set up for its local government multi-process partnership deals. The major contract wins that significantly expanded arvato's shared services operations in the U.K. public sector involved arvato acquiring the clients' shared services centers. The more significant of the two was the DfT shared service center, today known as ISSC1, which has extended the reach of arvato into U.K. central government.

Today arvato is a major supplier of shared services to the U.K. public sector, delivering a range of back-office and middle-office services.

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## Scope of the Report

The report provides a comprehensive and objective analysis of arvato'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

12 pages

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## Other vendor assessments in this series:

Public sector shared services profiles of Atos, BT Global Services, Civica, Maximus, Northgate Arinso, Northgate Public Sector, and Steria have either just been published or are currently in production.