



Xerox – U.S. State & Local Government Industry-Specific BPO Services Vendor Assessment

Report Abstract

September 2012

By Sarah Burnett
Research Director – Government Sourcing
NelsonHall

18 pages





Who Is This BPO Vendor Assessment For?

NelsonHall’s “U.S. State & Local Government Industry-Specific BPO Services” Vendor Assessment for Xerox is a comprehensive assessment of the company’s sector-specific business process outsourcing (BPO) offerings and capabilities designed for:

- Sourcing managers within U.S. state and local government 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

Xerox’s acquisition of ACS in 2010 propelled the company into a leading position as a supplier of BPO services to U.S. state and local government. Today, the company offers a broad and deep portfolio of sector-specific BPO services including health, human services, parking and traffic management. These are supported by its horizontal offerings such as document outsourcing, ITO, and card payment processing.

With its presence in health services in 36 U.S. states, Xerox is sitting in a sweet spot to benefit from the PPACA-driven rise in demand for health exchanges and related services. Revenue assurance and prevention of fraud and error are drivers that are likely to boost demand for Xerox’s other sector-specific services such as benefits administration and traffic and parking charges

Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
	Xerox’s Pricing Models
	3.1 Health Services
	3.2 Human Services
	3.3 Card Offerings
	3.4 Parking and Transport Services
	3.5 Justice Solutions
4.	Delivery Capabilities and Partnerships
5.	Target Markets
6.	Strategy
7.	Strength and Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

Scope of the Report

The report provides a comprehensive and objective analysis of Xerox's BPO offerings, capabilities, and market and financial strength, including:

- Identification of the company's sector-specific strategy, emphases and new developments
- Sector-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

18 pages

Report Author

Sarah Burnett

sarah.burnett@nelson-hall.com