



# Maximus – U.S. State & Local Government Industry-Specific BPO Vendor Assessment

**Report Abstract**

**October 2012**

**By Sarah Burnett**

**Research Director – Government Sourcing  
NelsonHall**

**9 pages**





## Who Is This BPO Vendor Assessment For?

NelsonHall's Vendor Assessment of Maximus' "U.S. State & Local Government Industry-Specific BPO Services" provides a comprehensive view 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

Maximus has been providing health and human BPO services to government agencies since it was founded in 1975. Of the company's two business segments of health and human services, health is by far the biggest in the U.S. state and local government sector by more than 8:1. The difference between the two segments' revenue is expected to grow due to the requirements of the U.S. health reforms which is anticipated to drive the market for Medicaid-related BPO.

## Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
4.	Delivery Capabilities and Partnerships
4.1	Client on-boarding
5.	Target Markets
5.1	Health Services
-	Client Examples
5.2	Human Services
-	Client Examples
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 Maximus' 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

9 pages

## Report Author

Sarah Burnett

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

## Other vendor assessments in this series:

Xerox

HP