



Xerox Benefits Administration

Vendor Assessment Report Abstract

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24 pages





Who Is This Vendor Assessment For?

NelsonHall's Benefits Administration Vendor Assessment for Xerox is a comprehensive assessment of Xerox's benefits administration offering and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of benefits administration and identifying vendor suitability for benefits administration RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the benefits services sector.



Key Findings & Highlights

Xerox is a U.S.-headquartered human resources business process outsourcing (HR BPO) provider, offering benefits administration, learning BPO, and multi-process HR outsourcing services. Its benefits administration offering includes DB administration; DC administration; H&W services including: healthcare exchanges, voluntary benefits administration, and absence management services; share plan administration; and flexible benefits administration.

The U.S. is Xerox's largest market for benefits administration services. Other countries where the company provides its benefits services include the U.K., Ireland, Guernsey, France, Germany, Spain, Switzerland, Canada, Singapore, Hong Kong and the Caribbean.

Xerox's targeting varies by region. In the U.S. it targets both mid and large market organizations defined as those with more than 8,000 employees. In Europe it targets SMEs with 500-5,000 employees as well as large organizations with more than 5,000 employees. Finally, in Asia-Pacific the company targets employers with more than 1,000 employees.

Xerox serves ~11.5m participants, including 4m TBO participants. Across its healthcare exchange offerings the company has ~17 clients: 11 retiree exchange clients; 2 corporate exchange clients; and 4 state exchange clients.

Scope of the Report

The report provides a comprehensive and objective analysis of Xerox's benefits administration offering, capabilities and market and financial strength, including:

- Identification of the company's strategy, emphasis and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations.

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Report Length

24 pages

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Benefits Administration Vendor Assessments Also Available for:

ADP, Aon Hewitt, Capita, Ceridian, Fidelity, Mercer, Secova, T. Rowe Price and Towers Watson