










Department
for Work &
Pensions

Universal Credit - Targeted Case Review

CCS Framework RM6181 Lot – Overview of Suppliers









Bidder 1-2-1 - Supplier Summary

Blue box indicates an incumbent supplier

Name	Services	Size	Public Sector Customers
	A large global outsourcing group, across a wide range of Services including but not specialising in Customer Contact. Primary focus on security-related services. https://www.g4s.com/	G4S operates in more than 125 countries and has over 657,000 employees worldwide, publicly available information on scale of contact centre operations is sparse as this is not seen as a core service.	UK Government customers include DWP - currently have contract with Universal Credit and for Pensions for Contact Centre work as well as providing security for DWP estates.
	A large global outsourcing group with a dedicated UK Public Sector division offering Contact Centre Services. https://www.serco.com/	9,800 UK Call Centre Agents currently supporting UK Public Sector Clients.	A strong UK Public Sector heritage - Customers include DWP, DfE, DoH, FCO and Companies House including support on COVID Track and Trace.
	A large global but UK based outsourcing group with a specific Customer Management Division with strong experience of providing Customer Contact services into the UK Public Sector. https://www.capita.com/	Capita employs over 60,000 staff and handles over 100 million calls per annum. The group reported 2019 revenue of £3.6bn, with Customer Management accounting for £802m.	Capita has a rich history in supporting Public Sector Contracts, including work with DWP (Universal Credit in particular), NHS and the Armed Forces. It also supports a wide range of local councils.
	A global outsourcing group specialising in Business Process Management and optimising the customer experience lifecycle. https://www.teamhgs.com/about-us	\$689m revenue (£33m UK Revenue). With 73 delivery centres in 7 countries employing 42,000 employees and 5 UK Delivery hubs.	UK customers include Post Office (via Fujitsu), Dept of Energy and Climate, FCO, Student Loans, DBS and recent Track and Trace support.
	Part of the wider Bertelsmann Group (privately owned business) Arvato provides Customer Service and Business Process Outsourcing Services	A relatively small UK based Supplier with 6 UK locations and 1,500 employees but is part of the wider Bertelsmann Group which employs approx. 70,000 employees and had a 2020 annual revenue of €4.3bn	Government customers include Department of Transport (including DVLA, Highways England and DVSA)
	Sitel is a large global outsourcing group powered by technology delivering end-to-end customer experience	Privately owned, US based company. Operating in 27 countries, over 120 locations with over 90,000 employees	UK Public Sector clients include the Home Office and recent work on Covid-19 Track and Trace
	TTEC is a leading US based global Customer Experience Technology and Services company.	A company with over 40 years' experience, an annual revenue in 2019 of \$1.64bn and 61,000 employees across six continents	Working across a wide range of Clients across multiple industry sectors (all anonymised on TTEC's website), no UK Public Sector experience is publicly available.

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 Novacroft.	A UK centric services business delivering customer facing solutions through technology https://uk.novacroft.com	Medium sized business (c200 employees). Privately owned by founder. Based in UK (Headquartered in Northampton). Operating for 21 years	Transport for London, Hertfordshire County Council, West Yorkshire Combined Authority, West Yorkshire Ticketing Company, City of York, Greater London Authority and various local authorities for central government heating related benefits
 go-centri	A specialist multi-channel contact centre outsource supplier based in Glasgow https://go-centric.co.uk/	Medium sized business (191 employees). Privately owned. Company incorporated in 2010	No trading detailed in CCS documents. Website identifies NHS, Southern Housing Group, Hillcrest Housing Association, Fife Housing Group
 NCO EUROPE Making the journey with you	Described as outsourcing partner for financial organisations and institutions. A debt recovery business who buy debts from lenders and recover proceeds.	Formerly owned by US customer management solutions provider was subject to management buyout in 2019 (360 employees)	Not evident
 ResQ	A UK based and focussed contact centre provider. https://resqcs.co.uk/	Medium sized company (495 employees), Hull and Seaham based, incorporated in 2011. Privately owned	DWP (£13k – data taken from Jaegger)
 SSCL	Business services provider (HR, Payroll, Procurement, Pensions Administration and Resourcing Services). Services delivered through a network of UK based multi-channel contact centres (Blackpool, Glasgow, Gosport, Newcastle and York) https://sscl.com/	2,500 employees across all sites. Privately owned. Headquartered in London	No detail provided by CCS From company website SSCL describe “Government” as their largest sector, providing further detail as Police and Defence. Further research identified Home Office, DWP and Metropolitan Police Service
 T	Teleperformance is a global provider of outsourced solutions for customer services, back-office and customer relationship functions. https://www.teleperformance.com/en-us/	A French domiciled global services provider with a turnover of more than E5.72Bn in 2020. UK locations Bristol, Gateshead, Ashby, Newry, Glasgow, Airdrie, Bangor and Northern Ireland. A global business with 330,000 employees, of which 6,694 are based in the UK	Home Office, DfE, DHSC, MoD, DEFRA, DWP, FCDO, MOJ. Revenue from UK public sector in 2019/20 £57.6M
 thecontactcompany	A regional UK business providing contact handling services to both public and private sector https://www.thecontactcompany.co.uk	Based in Birkenhead, the Contact Company was incorporated in 2005 and is a privately owned business. More than 500 employees	No specific detail relating to public sector customers. The TTC company website refers to activities with local authorities in London and cites an unnamed government department to whom TTC are providing front line support and contact handling
 VENTRICA	A UK based business providing customer contact through multi-channel engagement to a broad range of private sector clients	A mid sized business (515 employees) operating from Southend-on-Sea, incorporated in 2009 and part of the highly tiered privately owned Oasis company	No known public sector contracts