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The Public Service Delivery Company

Serco's clients have confidence that our expertise will take service delivery to the next level of performance. We make services run smoother, smarter and more efficiently. We pull together the right people, processes and expertise to take service from "good enough" to great. We help transform the experience of your end customers in ways that are progressive, sustainable, and repeatable.

Serco Inc. serves U.S. federal, state, and local governments, the Canadian government, as well as commercial customers across North America.

We bring deep domain expertise and proven processes informed by 50 years of experience in pioneering innovative approaches to government service delivery across the world.

We have the clearances and secure systems to perform the most sensitive federal work, combined with the commercial savvy to drive business results for global corporations.

As a values-based company, we apply a strong service ethos to every assignment. Our teams are passionate about the work we perform and the missions we support.

Every day we are working to be the world's leading government service company.

Serco Group plc

- Founded in 1929 with headquarters in the U.K.
- Over $4 billion in annual revenues
- Employing over 50,000 people worldwide
- Major market presence in UK, North America, Europe, Middle East, and Asia Pacific

Serco Inc.

- Incorporated in North America in 1988 with headquarters in Herndon, VA.
- $1 billion in annual revenues
- Employing 8,000 people across North America and overseas deployments
- Over 200+ active contracts

Deep Domain Expertise

Serco strategically focuses on market sectors and segments where we possess deep domain expertise, a track record of proven delivery, and where we believe we can make a meaningful difference to the lives of our citizens.

Serco professionals advise our customers, as well as design, integrate and deliver solutions that transform how clients achieve their mission and transform government efficiency. We help tackle the big, complex problems of our interconnected world in the areas of defense, citizen services and transportation.

We are a trusted partner of governments, delivering superb public services that transforms outcomes and make a positive difference for our fellow citizens.

Defense
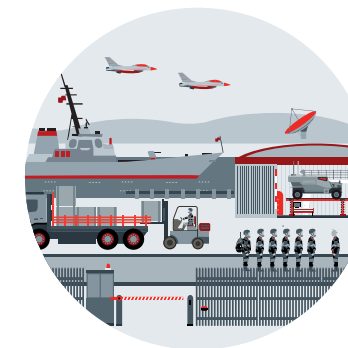
Transportation

Citizen Services

Health Services

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Defense

Serco provides critical support services to defense customers around the world, operating both in-country and embedded within deployed forces. We have deep expertise operating across all military settings, including space, marine, land, and air.

Serco brings deep domain subject matter expertise, highly skilled people, innovative tools, and unique capabilities to effectively serve government customers anywhere around the globe with improved mission readiness, innovative solutions, and cost effective outcomes.

Ship Modernization
Serco provides comprehensive support for mission-critical shipboard self-defense, communications, drone, and IT systems. From design to installation and maintenance, Serco covers the full technology lifecycle for C5ISR systems aboard ships, boats, and submarines.

Shore Modernization
From command and control centers to sensors, radar, and weapons systems, Serco has supported shore and base modernization across the globe for customers including the U.S. Army, U.S. Navy, U.S. Air Force, U.S. Marine Corps, U.S. Coast Guard, the Department of Homeland Security, the Federal Trade Commission, and the Federal Communications Commission.

Satellite & Radar Modernization
Serco assists in the modernization and sustainment of critical equipment onshore, deployed at sea, and on airborne platforms. We are fully aligned with mission priorities, providing consistent and repeatable processes for testing, refurbishment, modernization, combined with installation solutions. Our cost effective approach extends the life, reliability, and operational availability of the communication and radar systems essential to the modern warfighter.

Logistics
To aid Defense customers, Serco delivers mission readiness to the warfighter through comprehensive and cost effective supply chain management and Integrated Logistics Services (ILS). Our processes, protocols, and procedures yield efficiencies, effectiveness, and savings that improve warfighter readiness at a lower cost.

Personnel Readiness
Serco helps defense and national security organizations meet readiness standards, with a full spectrum of services for active duty personnel, veterans, and family support. Our personnel readiness services span the entire service member lifecycle to include projecting force staffing requirements, recruiting, boot camp, active duty sustainment, retirement, and post-retirement support.

Hardware Integration
Serco builds and delivers "mission ready" IT, networking, and communications systems adapted to the needs of defense, intelligence, and homeland security customers. With a strong foundation in systems engineering, we procure the material and then assemble, integrate, and perform acceptance testing for a wide range of C5ISR systems.

Acquisition & Program Management
Serco supports its Defense customers in attaining improved acquisition outcomes, reduced sustainment costs, and increased system readiness. We provide cradle to grave acquisition and lifecycle program management support services to assist the Government in acquiring, maintaining and managing their mission-critical systems and services.

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Transportation

Serco helps our customers overcome urban congestion and maintain vital transport links by providing deep expertise and managing complex transport programs that deliver reliable performance, build future capacity, and keep citizens and economies moving.

On the ground, we are able to keep people and commerce moving with expertise in Intelligent Transportation Systems and an integrated approach to regional transport. In the air, Serco brings decades of safe and efficient air traffic control services and has credentials in air traffic safety training not matched by any other non-government entity.

Through a focus on the end-to-end passenger journey, delivery of operational excellence, and the application of intelligent systems and analytics, we are able to design and run more efficient transport services and deliver a better passenger experience.

Intelligent Transportation Systems

Serco has over 30 years' experience developing and operating Intelligent Transportation Systems (ITS) for national highways, state-wide transportation networks, major cities, counties, and municipalities. We enable our customers to define a vision of an advanced intelligent transportation system that best suits their needs, roll it out quickly, achieve high levels of efficiency and safety from day one, and then monitor and analyze performance based on agreed upon metrics.

performance and asset utilization. We help our customers increase their fleet availability, extend unit lifecycles, and improve critical safety and performance metrics.

Parking

Serco provides turnkey parking management for cities across North America. We manage parking enforcement and collection that is focused on efficiency and smart city transformation, enabling our customers to enhance revenue generation, reduce operating costs, reduce urban congestion, and improve their focus on transportation strategy.

Air Navigation Services

Serco is the largest non-government provider of air navigation services in the world, delivering air traffic control for small regional airports, as well as the largest commercial air hub on the globe. Our capability is extensive and includes air traffic control, air traffic engineering, safety, training and simulation, strategic planning and program management, meteorological services, IT services and aeronautical information management, and communication, navigation, surveillance/air traffic management (CNS/ATM).

Fleet Management

Serco provides innovative fleet management solutions for government and private sector customers looking to reduce costs and improve both operational

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Citizen Services

Serco has set the standard of excellence for large-scale, high-volume programs that deliver vital citizen services in areas including healthcare, immigration, retirement benefits, and patents. As service delivery specialists, we work to make government services more efficient, responsive, and customer friendly. We understand the often complex regulatory and security requirements of executing government programs. We are known for standing up programs quickly, assembling and training highly qualified teams, and delivering to well-defined service level metrics.

Case Management
Serco delivers digital transformation in case management in support of our Federal government customers. We design and support high profile, transformative programs that handle millions of records, shorten cycle times, reduce errors, and dramatically improve citizen satisfaction.

As a market leader in case management, Serco is supporting government customers to transition to the era of digital government services, combining high levels of efficiency and quality customer service with a human touch.

- Applications Processing
- Analytical Support Services

- Background Searches
- Call Center Operations
- Document & Biometric Scanning
- E-document transformation
- Electronic/ Physical Records Management
- Eligibility Determination
- Facial Recognition & Fraud Detection
- Intellectual Property (IP) Management
- Large Volume Case File Processing
- Mail Management
- Pre-Adjudication
- Secure File Destruction
- Secure Identity Card Production
- Storing & Shipping of Documents
- Translation & Interpreter Support
- Quality Control Audits

Workforce Development
Serco works with Federal government agencies, delivering performance-oriented human capital management solutions. Our expertise spans the entire hire-to-retire lifecycle, from talent acquisition, workforce planning and performance management to training, knowledge management, and succession planning.

We develop and deploy human capital management solutions that support Federal government agencies so they can adapt to new mandates, expand the scope of their missions, and do more with fewer resources.

Our learning solutions combine the latest technology with a human touch.

- Blended learning solutions combining classroom instruction with web and mobile applications
- Electronic and mobile performance support that strengthens mission performance and compliance
- Gamification, role playing, & social learning design techniques that drive a high level of learner engagement while enabling verifiable and auditable skill acquisition
- Change management expertise to verify that new policies are fully adopted across the organization

Workplace and Facilities Management Solutions
Through business analytics, critical alerts, and automated process capabilities, Serco utilizes IBM TRIRIGA to increase visibility, control and automation of facility maintenance, capital projects, and real estate, space, and energy management for our clients. Serco has supported some of the largest organizations in the world, capturing more than 50,000 leases, 300,000 assets, 3 billion square feet of space, and 10 million acres of land.
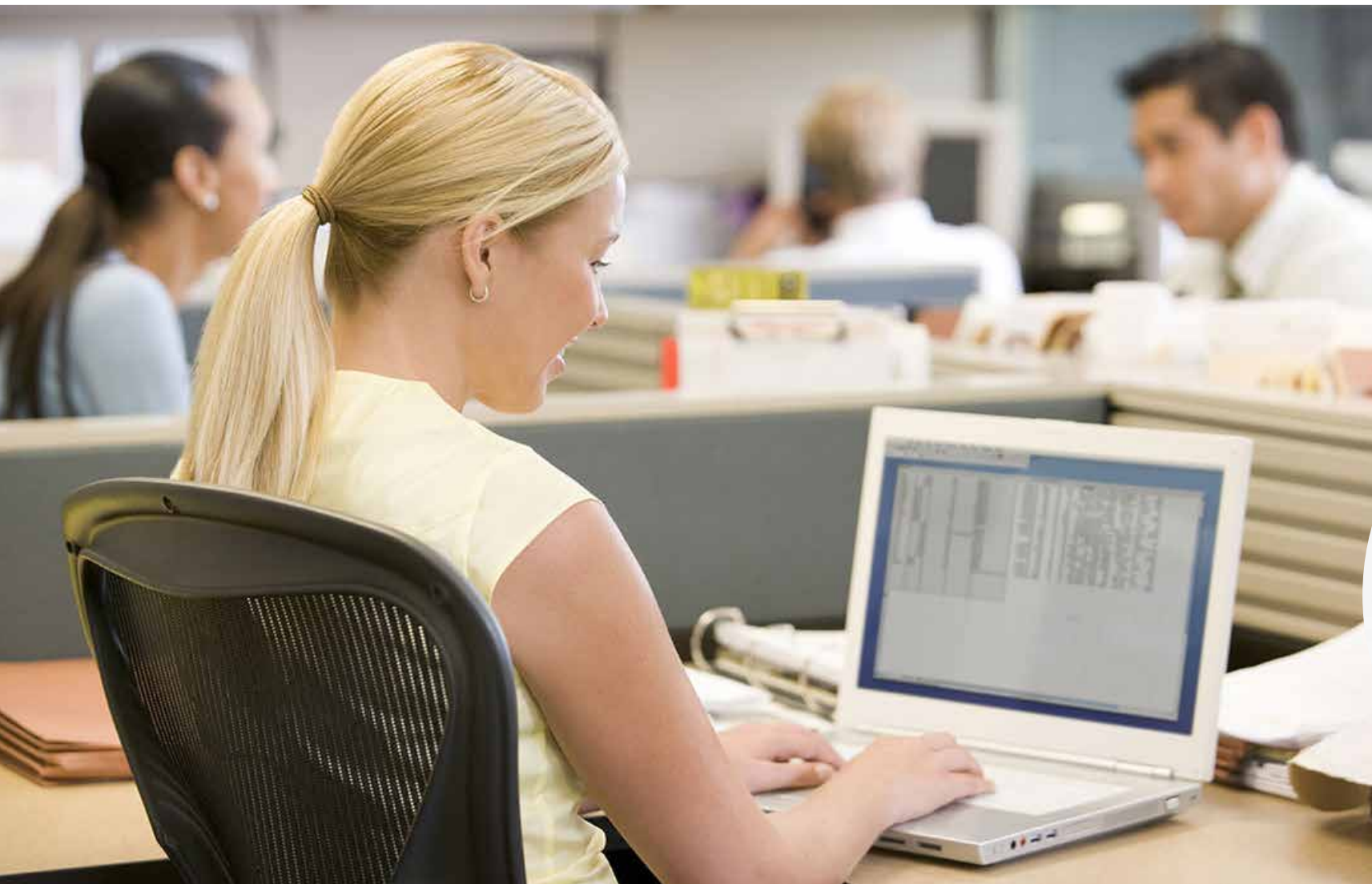
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Health Services

Serco is a global leader in health care services that support vital government programs and enhance the experience and outcomes of consumers. Our integrated approach combines policy expertise, business process excellence, and intelligent automation to help our clients deliver outstanding customer service to millions of citizens, while ensuring program integrity. We partner with Federal agencies and State governments to develop closely tailored solutions to advance initiatives that provide health care services to millions of Americans.

Eligibility & Enrollment

Serco has the proven capability to verify eligibility for millions of consumers at high levels of efficiency, accuracy, and security. In support of the Health Insurance Marketplace under the Affordable Care Act, Serco met or exceeded all performance benchmarks to determine eligibility for health insurance subsidies. Our unique case management capabilities enable our clients to deliver an exceptional customer service experience with continuous improvements in cost and performance.

Customer Support Center

Serco understands that call centers are the beating heart of customer and citizen response when delivering essential health services. We make sure that each call center touch creates a positive impression with consumers, health care providers, and other key stakeholders. Our approach uses intelligent automation to blend web-based, integrated voice response (IVR) systems, and human customer service seamlessly.

Claims Processing

Serco applies our proven and highly scalable business process engine and policy expertise to make sure that claims are processed efficiently and accurately. We employ predictive analytics and trained experts to ensure program integrity and guard against potential fraud and abuse of taxpayer resources.

Health IT Support

Serco is able to deliver a full range of IT solutions to empower front-line specialists and provide program visibility and insights to government leaders. From desktop support to front-end digital platforms and predictive data analytics, we approach information technology from the perspective of the end user and geared to advancing operational priorities.

Outreach & Communications

Program success for health care depends on achieving high levels of participation across income levels and demographic groups. Serco designs outreach programs that build awareness and help consumers easily navigate and understand the benefits of their healthcare choices. Carefully structured communications keep stakeholders fully informed and increase retention of consumers and providers.

Non-clinical Support Services

Serco is a global leader in providing non-clinical support services that allow health organizations to operate more efficiently, while delivering improved patient treatment experience and outcomes. We provide world-class facilities management, environmental services, switchboard and operations management, and patient transport and logistics.

Program Integrity — Engagement, Verification, Enrollment, Customer Support

Solutions across the full lifecycle to drive health care service success

- Health Insurance Exchanges
- Medicare
- Medicaid
- Veterans Affairs

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Outcomes Driven Performance

We have been entrusted with delivering vital services to every branch of the U.S. military, key U.S. federal civilian agencies, the intelligence community, the Government of Canada, state and local governments, and commercial clients.

Verifying millions of documents annually through our case management system, with over 1,500 staff who assist consumers seeking US federally facilitated healthcare coverage
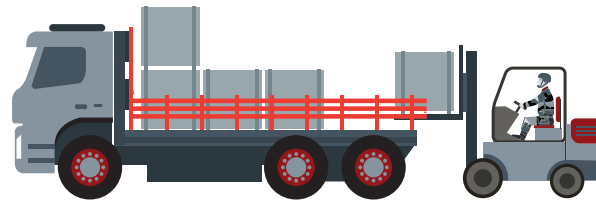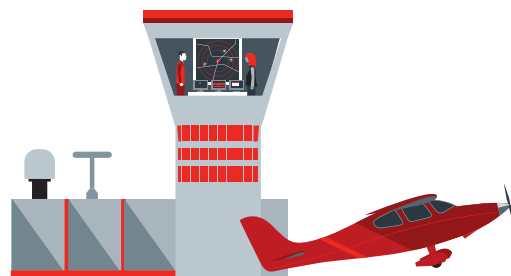
Processing, analyzing, and classifying 350,000 patent applications a year, allowing the US to lead innovation
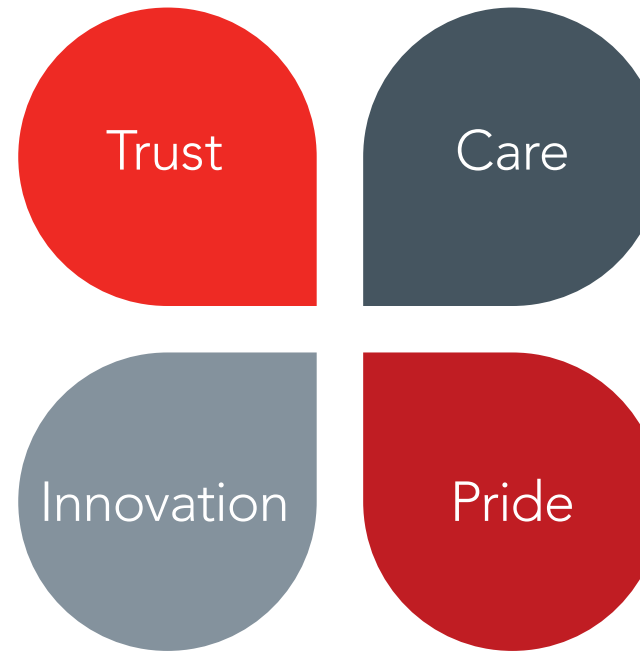
Installing over 420 miles of cable to support the Consolidated Afloat Networks and Enterprise Services (CANES) platforms to modernize the communications systems of America's nuclear aircraft carriers

Providing Georgia's Department of Transportation (GDOT) with a consolidated view of 3,500 separate devices used in sophisticated Intelligent Transportation System

Delivering logistics services to the Navy Expeditionary Medical Support Command to set up rapid-response mobile hospitals including 1,700 shipping containers, 1,500 vehicles, and 12,500 line items

Overseeing 650,000 road tests a year at 95 testing centers across Ontario to help keep roads safe

Managing 192,000 square miles of air traffic control space in over 55 towers across the U.S.

Our Values

Trust

Care

Innovation

Pride

Serco's culture is based on a set of four values, and holding each other accountable for these behaviors is how we bring Serco's values to life.

Trust

We work hard to earn trust and respect.

We deliver on our promises; are open, straightforward and honest; do the right thing; and take personal responsibility for getting things done.

Care

We care deeply about the services we provide, and the communities we serve, and we look after each other.

We work together to deliver high-quality public services, often of great importance to the nation and the communities we serve. We take care of each other, and those we serve, and we aim to make a positive difference to people's lives.

Innovation

We aspire to be better than anyone else at what we do.

We continuously improve our ways of working, and try new ideas, big and small. We share our knowledge and experience and embrace change, knowing that if we don't provide innovation and value for money to our customers, our competitors will.

Pride

We want to be proud of what we do.

We know that the work we do is important, and we take pride in doing it well. We value energy and enthusiasm, skill and experience, and an ability to make hard work fun. We contribute both as individuals and as part of a team.

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Bringing service to life

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