



Amdocs Application Outsourcing

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Application Outsourcing Vendor Assessment for Amdocs is a comprehensive assessment of Amdocs' application outsourcing offerings and capabilities designed for:

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

Key Findings & Highlights

U.S.-headquartered Amdocs, a Guernsey corporation, is an ISV/IT services vendor of Israeli origin that specializes in servicing communication service providers including vendors active in telecom services, broadband, cable and satellite services and directory services.

In the late 1990s Amdocs made a strategic decision to develop into IT services for communication service providers, offering managed services and professional services including software testing, expanding from its core product-related services of ISV support and product-centric implementation and configuration services.

The move was based on the rationale that Amdocs was looking to take more responsibility beyond software alone, and make sure its applications were well implemented and maintained as well integrated with other third party applications. The company therefore expanded into consulting, systems integration and managed services, initially around its own BSS/OSS core software products.

Currently in services, Amdocs positions itself as

- The prime partner for implementing its own applications, customizing and integrating/interfacing them with other applications
- A specialist in IT services for the communication industry, with deep domain knowledge of the business of its communication service provider clients and their underlying business processes.

Amdocs Managed Services offers ADM and application operations services around:

- Its own software products
- Legacy applications
- COTS from other ISVs including OSS and BSS competing products; related software products including data warehousing, and middleware/EAI.

This NelsonHall vendor assessment analyzes Amdocs' offerings and capabilities in Application Outsourcing. Amdocs is one of a number of Application Outsourcing companies analyzed in NelsonHall's comprehensive industry analysis programs.

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GSS has operations centers providing AM services, IT infrastructure operation services, support and software testing in:

- North America: including U.S. and Canada
- EMEA: including Austria, Netherlands and Israel
- APAC: including Australia and India.

Amdocs positions itself as a specialist in IT services for the communication industry, with deep domain knowledge of the sector.

Scope of the Report

The report provides a comprehensive and objective analysis of Amdocs' application outsourcing offerings, capabilities, and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- 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 strengths, weaknesses and outlook.



Contents

1.	Background
2.	Revenue Summary
3.	Key Offerings
4.	Delivery Capabilities & Partnerships
5.	Target Markets
6.	Strategy
7.	Strengths & Challenges
	7.1 Strengths
	7.2 Challenges
8.	Outlook

Report Length

12 pages

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Application Outsourcing Vendor Assessments Also Available for:

Atos, Capgemini, Cognizant, HP, IBM, Infosys, TCS, Steria and Wipro.