



Vendor Profile

Quality Engineering

Amdocs

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's quality engineering services profile on Amdocs is a comprehensive assessment of Amdocs' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of software testing/quality assurance/quality engineering, and application services/ADM
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector and examining growth areas within IT services.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Amdocs's offerings and capabilities in quality engineering. Amdocs Quality Engineering (AQE) has been part of Amdocs Services since 2005 and is currently under the Amdocs SI Services division. It provides testing services to Amdocs' traditional client base as part of Amdocs' strategy to expand its software and IT service portfolio and activities.

AQE has a headcount of 3,650.

In 2008, AQE, then known as Amdocs Testing, expanded its testing capabilities to include non-Amdocs product testing services, e.g., mobile and web applications, to BSS/OSS applications. Approximately half of AQE's revenues are currently related to non-Amdocs products and applications.

In 2018 Amdocs Testing changed its name to Amdocs Quality Engineering to emphasize testing modernization, upskilling of its client's and own workforce, and remote delivery.

AQE goes to market both directly for standalone QE and together with Managed Services and Consulting.

AQE has articulated its growth strategy around three axes:

- Further automation and service specialization. AI plays an important role here, focusing on providing automation at scale
- Digital, cloud, and UX. During the pandemic, the company experienced strong demand for digital testing across mobile and connected device testing and crowdtesting (through partners)
- New growth initiatives, e.g., geographical expansion and new services. The company has expanded to Eastern Europe and Nordics and created new offerings such as 5G-related services, such as network testing, and services such as provisioning and monetization.

Scope of the Report

The report provides a comprehensive and objective analysis of Amdocs's quality engineering and capabilities, and market and financial strengths, 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 location of delivery locations.

Quality Engineering Services Vendor Assessments also Available for:

- Amdocs
- Atos
- Capgemini
- Cigniti
- eInfochips
- Expleo/SQS
- Infosys
- LTI/L&T Infotech
- Qualitest
- TCS
- Tech Mahindra
- TestingXperts
- Trigent
- ValueMomentum
- Wipro.

About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs.

Dominique covers IT Services research in the areas of Software Testing/QA, Big Data and Analytics Services, Salesforce services, and IoT Services. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having examined recently digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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