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 IT services and identifying vendor suitability for application outsourcing services

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the application services, application support and maintenance sectors.

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.

The company initially started providing BSS applications and has since expanded to providing a wide range of software products and related services including BSS, CRM (with the 2001 acquisition of several Clarify assets, for $200m), OSS (with the 2006 Cramer acquisition, $375m) and digital services.

In FY 2013 (ending September 30), the company had revenues of $3.35bn and a headcount of 20,774.

In 2012, Amdocs made a very significant change in its IT services strategy and established its Service Business Group (SBG), moving the former consulting, systems integration and GSS delivery units into its IT outsourcing unit.

The company decided to become less focused on its own software products and to service other COTS and custom applications found in the CSP market. With this move, Amdocs is looking to expand its addressable market. To some degree, Amdocs had already adopted this approach with its managed Services offering, which is positioned on providing application maintenance, support and development around Amdocs and non-Amdocs COTS, along with the underlying IT infrastructure management and BPO services.

One highlight of this approach is the Vodafone customer care and billing application AM contract announced in 2013; this contract is a major win for Amdocs because of its TCV (estimated by NelsonHall to be ~$300m), its scope (Amdocs and non-Amdocs software products) and its incumbent (HP, from the legacy EDS). The contract has a duration of five years and is spread over three geographies: U.K., Germany and the Netherlands.

Other major wins since 2011 have included TIM Brasil and Comcast, where Amdocs is providing AM services around both BSS and OSS. These contracts have expanded the scope of applications that Amdocs has traditionally managed, beyond billing/BSS.

In 2013, Amdocs formally introduced its value process outsourcing (VPO) offering, a concept and service that it has already introduced for client TIM Brasil.

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.

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