

## COVID-19 Impact Assessments

# Impact of COVID-19 on BPS & Operations Transformation

### Report Abstract

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17-pages

### Contents of Full Report

1. Summary of Impact of COVID-19
2. Impact on Enterprise Revenues & Costs in Q3 2020
3. Impact on Enterprise Budgets: Next 12-months
4. Impact on BPS, Operational Transformation, and IT Spend: Next 12-months
5. Impact on Strategic priorities & Digital Transformation
6. Impact on Sourcing & Shoring

## Who is This Market Analysis For?

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NelsonHall's "Impact of COVID-19 on BPS & Operations Transformation" report is a survey of CFOs in 1,000 major enterprises to ascertain the impact of COVID-19 on their financials & operations designed for:

- Vendor marketing, sales and business managers wishing to understand the impact of COVID-19 on enterprise financials and digital IT and operations transformation and BPS activity
- Enterprises interested in understanding the impact of COVID-19 on their peers
- Financial analysts and investors specializing in the services sector, looking to understand the impact of COVID-19 on IT and BPS services.

## Key Findings & Highlights

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NelsonHall's market analysis of the Impact of COVID-19 on Major Enterprises consists of 17-pages. The report focuses on impact on enterprise sales and costs in the next quarter and the expected impact on functional budgets, BPS spend, operational transformation spend, and IT services spend over the next 12-months.

The impact of COVID-19 is shown overall and by sector. More detailed individual sector reports will follow shortly.

## Scope of the Report

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The report analyzes the worldwide impact of COVID-19 and addresses the following questions:

- What is the expected impact on enterprise sales and costs in the next quarter?
- By what percentage will each functional budget be impacted over the next 12-months?
- What impact will COVID-19 have on the level of business process services spend over the next 12-months?
- What impact will COVID-19 have on operational transformation spend over the next 12-months?
- What impact will COVID-19 have on IT services spend over the next 12-months?
- What impact will COVID-19 have on sourcing and shoring strategies?

The sectors covered include:

- Retail banking
- Capital markets
- Life insurance
- Energy
- Utilities
- Electronics & high-tech
- Automotive
- Industrial
- Aerospace
- Chemicals
- CPG
- Pharmaceuticals
- Retail
- Hospitality
- Transportation
- Hospitality
- Telecoms
- Media.

The regions covered include:

- North America
- EMEA
- Asia Pacific
- Latam.

## About The Author

John is CEO of NelsonHall, the leading business process services (BPS) and IT services (ITS) research and analysis firm, and is widely regarded as one of the world's leading authorities on achieving business transformation through the application of BPS. John can be contacted at:

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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](mailto:guy.saunders@nelson-hall.com)

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