Amdocs
Software Testing

Vendor Assessment
Report Abstract

July 2016

By Dominique Raviart
IT Services
Practice Leader
NelsonHall

8 pages

research.nelson-hall.com

Who Is This Vendor Assessment For?

NelsonHall's software testing vendor assessment for Amdocs is a comprehensive assessment of Amdocs' software testing offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for software testing services

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

- Financial analysts and investors specializing in the software testing sector.

Key Findings & Highlights

Amdocs has an unusual profile: the company is well-known for its software products but actually derives only (a NelsonHall estimated) 3% of its revenues from software products (license and maintenance), and 97% from IT services. In the past five years, it has focused on multi-year IT outsourcing (ITO) contracts (mostly application outsourcing contracts), under run-build-run and build-run models.

Amdocs Testing Services (ATS) has been part of SI&O since 2014. ATS provides testing services to Amdocs' traditional client base as part of Amdocs' strategy to expand its software and IT service portfolio and activities.

More than two years ago, Amdocs Testing Services expanded its testing capabilities to include non-Amdocs product testing services, e.g. mobile apps and websites. Currently 50% of ATS' revenues are related to non-Amdocs products and applications.

ATS goes to market both directly for standalone testing contracts and also together with Managed Services and Consulting.

A major initiative for ATS over the past two years has been the creation of its Amdocs BEAT platform (see Tools and IPs section).

ATS has a headcount of 3.4k; this includes career testers engaged in testing Amdocs' software products. It is growing its ATS headcount in India as an offshore center.

Scope of the Report

The report provides a comprehensive and objective analysis of Amdocs' software testing 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

Report Length

7 pages

Report Author

Dominique Raviart

dominique.raviart@nelson-hall.com

Forthcoming Profiles

Accenture, Amdocs, Applause, Atos, Capgemini; Ciber Inc., Cigniti, Cognizant, CSC, CSS Corp, Dell Services, Hexaware Technologies, IBM, Infosys, L&T Infotech, Mindtree, NIIT Technologies, Olenick & Associates, QualiTest, SQS, TCS, Tech Mahindra and Virtusa.