



IBM

Application Outsourcing

Vendor Assessment Report Abstract

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16 pages





Who Is This Vendor Assessment For?

NelsonHall's Application Outsourcing Vendor Assessment for IBM is a comprehensive assessment of IBM's 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

AMS is one of three main units of Global Business Services (GBS) together with AIS, the systems integration arm and its business consulting arm. AMS is the offshore multi-year application services business of GBS. IBM AMS has been one of the early IT services vendors successful in positioning itself against Indian pure-plays or other major outsourcers.

AMS provides a wide range of services including core maintenance, support and enhancement services, both around custom applications and packaged applications (COTS). Over time, AMS has expanded its service offering to include services outside of the traditional maintenance and support core services. They include:

- Software testing
- Systems integration
- Legacy modernization.

Contents

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

Scope of the Report

The report provides a comprehensive and objective analysis of IBM's 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.

Report Length

16 pages

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Application Outsourcing Vendor Assessments:

Published: Amdocs, Atos, Capgemini, Cognizant, HP, Infosys, TCS, Steria and Wipro