



HP Enterprise Services Application Outsourcing

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Application Outsourcing Vendor Assessment for HP Enterprise Services is a comprehensive assessment of HP'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

HP Enterprise Services (HP ES) has a traditional background in three major offerings, which together account for 90% of its resources:

- Application development
- Testing and quality assurance
- Applications management.

To a large degree, HP's application outsourcing is a commercial model i.e. a multi-year contract, rather than a set of offerings. Application outsourcing contracts have far extended from the core application management (maintenance & support) to include project services.

In late 2010, HP introduced its NextGen Applications Management (NextGen). NextGen is more a commercial and governance model than a new service offering. It includes the traditional maintenance, support and enhancement services, portfolio management and rationalization, transition services.

HP's NextGen's Applications Management is designed to transition clients from a personnel-based approach to a managed service, removing staff augmentation elements of an application maintenance contract, moving from on-site delivery towards software maintenance factories, whether onshore, nearshore or offshore. Eventually, the purpose of NextGen is to increase the level of personnel involved in cross-contracts (within a larger client) or cross-client activities.

This NelsonHall vendor assessment analyzes HP's offerings and capabilities in Application Outsourcing. HP is one of a number of Application Outsourcing companies analyzed in NelsonHall's comprehensive industry analysis programs.

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HP Application Services has structured its service delivery into a three-tiered structure:

- Global delivery centers including hubs in India, Argentina and Poland
- Regional delivery centers which are nearshore centers
- Local delivery centers.

HP's largest vertical sectors are:

- Financial services
- Manufacturing
- Travel and transportation

Scope of the Report

The report provides a comprehensive and objective analysis of HP'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.



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Application Outsourcing Vendor Assessments Also Available for:

Amdocs, Atos, Capgemini, Cognizant, IBM, Infosys, TCS, Steria and Wipro.