

## COVID-19 Impact Assessments

# Impact of COVID-19 on Major Enterprises

### Report Abstract

April 2020

John Willmott

CEO

NelsonHall

12-pages

### Contents of Full Report

1. Summary of Impact of COVID-19
2. Interview Sample
3. Forecast Impact on Enterprise Financials: Next Quarter
4. Impact on Functional Budgets: Next 12-months
5. Impact on IT Digital Transformation: Next 12-months
6. Impact on BPS and Operations Transformation: Next 12-months

## Who is This Market Analysis For?

---

NelsonHall's "Impact of COVID-19 on Major Enterprises" 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

---

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

This report is an updated version of the report published in March now based on the full sample of 1,000 interviews. Individual sector reports will follow shortly.

## Scope of the Report

---

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

- What is the expected impact on enterprise sales, costs, and profitability 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 activity over the next 12-months?
- What impact will COVID-19 have on operational transformation activity over the next 12-months?
- What impact will COVID-19 have on digital IT transformation activity over the next 12-months?
- Which contracts will enterprises look to renegotiate as a result of COVID-19?

The sectors covered include:

- Retail banking
- Capital markets
- Life insurance
- Energy
- Utilities
- Electronics & high-tech
- Automotive
- Industrial
- Aerospace
- Chemicals
- CPG
- Pharmaceuticals
- Retail
- 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:

- Email: [john.willmott@nelson-hall.com](mailto:john.willmott@nelson-hall.com)
- Twitter: [@John\\_NH](https://twitter.com/John_NH)

## 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)

### Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466  
Phone: +1 857 207 3887

### London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD  
Phone: + 44(0) 203 514 7522

### Paris

4 place Louis Armand, Tour de l'Horloge, 75012 Paris  
Phone: + 33 1 86266 766

Copyright © 2020 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.