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AMDOCS SWOT & PESTLE ANALYSIS

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Company Name : Amdocs

Company Sector : Technology

Operating Geography : Israel, United States, Global

About the Company : Amdocs is a provider of software and services for communications, entertainment, and media industry service providers. The company was founded in 1982 in Israel, went public in 1988, and is currently headquartered in Chesterfield, Missouri, U.S.A. Amdocs provides services in 85 countries across the world. Shuky Sheffer is the current President and CEO of Amdocs. The Company develops, implements and manages software and services associated with business support systems (BSS), operational support systems (OSS) and network operations to enable service providers to introduce new products and services, process orders, monetize data, support new business models and enhance the understanding of their customers. Amdocs boasts of a rich set of innovative solutions, long-term business relationships with 350 communications and media providers, and technology and distribution ties to 600 content creators. The company employs 25000 people as per 2020 records. The last couple of years (2017-2019) have been extremely successful for the company with numerous awards and recognition. Amdocs won the MEF Technology Solution of the Year award: Service Automation and the Most Innovative 5G Strategy in Leading Lights Awards in 2019. Amdocs was recognized as a leader by Gartner in its 2019 Magic Quadrant for IT Services for Communications Service Providers and in 2019 Magic Quadrant for Operations Support Systems. Amdocs also won the TM Forum Catalyst Award for Empowering Business Assurance with Artificial Intelligence catalyst in 2018.

Revenue :

\$4,086 million - FY ended 30th September 2019 (y-o-y growth -1%)

\$3,974 million - FY ended 30th September

SWOT Analysis :

The SWOT Analysis for Amdocs is given below:

Strengths	Weaknesses
<ol style="list-style-type: none"> 1. Recognized industry leader for Amdocs product and services 2. Leading software & services provider to globally diversified communications and media companies 3. Established managed services global footprint with highly recurring revenue stream 4. Efficient Merger and Acquisition strategies 5. Implementation of amdocsONE 6. Image of an employee-centric organization 	<ol style="list-style-type: none"> 1. Adverse impact of longer length of sales cycle on business 2. Major portion of revenue derived from limited number of significant customers
Opportunities	Threats
<ol style="list-style-type: none"> 1. Significant growth of OSS market 2. Emergence of 5G technology 3. Acquisition of UXP Systems by Amdocs 4. Growth in media and Pay TV sector 	<ol style="list-style-type: none"> 1. Threat of cyber security attack 2. Volatility in the world's capital markets 3. Fluctuations in foreign currency exchange rates 4. Increasing competition in customer experience solutions in the communications and media industry

PESTLE Analysis :

The PESTLE Analysis for Amdocs is given below:

Political	Economical
1.Political conditions in the Middle East and other countries	1.Impact of foreign currency movements on revenue 2.Business impact of COVID-19
Social	Technological
1.Encouraging technical innovation among the employees 2.Inclusion of Internet of Things (IoT) in product portfolio "][" Legal	1.Investigation of Securities Claims against Amdocs 2.Patent infringement dispute between Amdocs and Openet ";"
Legal	Environmental
1.Developing energy efficient software solutions 2.Dedicated sustainability efforts in corporate practices "]]	1.

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