Modernize your IT rapidly and at scale

Put business needs at the heart of transformation with Amdocs' powerful Value-led Modernization at Scale approach.

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Table of Contents

Modernization is a business imperative, but it's hard to achieve at the enterprise level. Value-led Modernization at Scale is the answer.

Outdated IT systems are putting your business at risk

Legacy software is a serious matter for enterprise organizations. It can compromise security and compliance, hinder scalability, constrain performance and innovation, and drive up operational and maintenance costs. With so many issues at stake, modernizing aging applications and reducing technical debt is critical to avoid business harm. However, it's hard to know where to focus efforts and how to deal with the challenge of scale.

*Source:Wakefield Research Report 2022

Most modernization projects fail. Don't let yours be one of them

Too much focus on the 'wrong' areas is the downfall of many modernization projects.

Research shows that 79% of modernization projects do not deliver the expected results.* As the below table indicates, failure to focus on business value is a common flaw.

Common flaws in modernization projects and how to avoid them

	The situation	The problem	A better way
A single-minded approach to modernization.	Database experts find database problems, cloud infrastructure experts find cloud problems. Companies selling a specialized tool or process will find situations which align with their solutions.	Older applications or suites of apolications often have many areas that could be upgraded, but it's wasteful to upgrade everything. Sometimes specialized improvement is needed, but it rarely delivers wider business benefits.	The goal in modernization is to identify specific improvements that satisfy important business needs.
Fixing the first problem found, or all problems found.	Even experienced teams with varied skill sets may assume that any improvement is worth implementing. They move through the application making improvements, consuming scarce budget along the way.	Some improvements will make a difference in application performance, but others are simply a waste of time and money.	Knowing which improvements to make in which order, and their impact on budget and business value, is central to modernization success.
Fixing what doesn't need fixing.	An error-prone order-processing system with a load of 20 orders per day requires improvements due to unintentional order cancellations.	The modernization team misunderstands the need and finds a way to increase the system's capacity rather than enhancing reliability.	Modernization needs to focus on clearly defined business needs to deliver value and avoid wasted effort.

Traditional approaches cannot scale for the modernization needs of large enterprises

Large enterprises typically have **hundreds or thousands of legacy applications** – many of them aging, dating from 5, 10, 20 or even more years ago. The need for modernization extends far beyond the available resources. Traditional, approaches to modernization are expensive, small scale, and have only a limited impact. The **modernization budget is spread thin** and is quickly consumed.

Some modernization projects may deliver **isolated pockets of success**, but improvements typically don't deliver wider benefits. Problems that appear solved may result in **difficulties elsewhere** in the business..

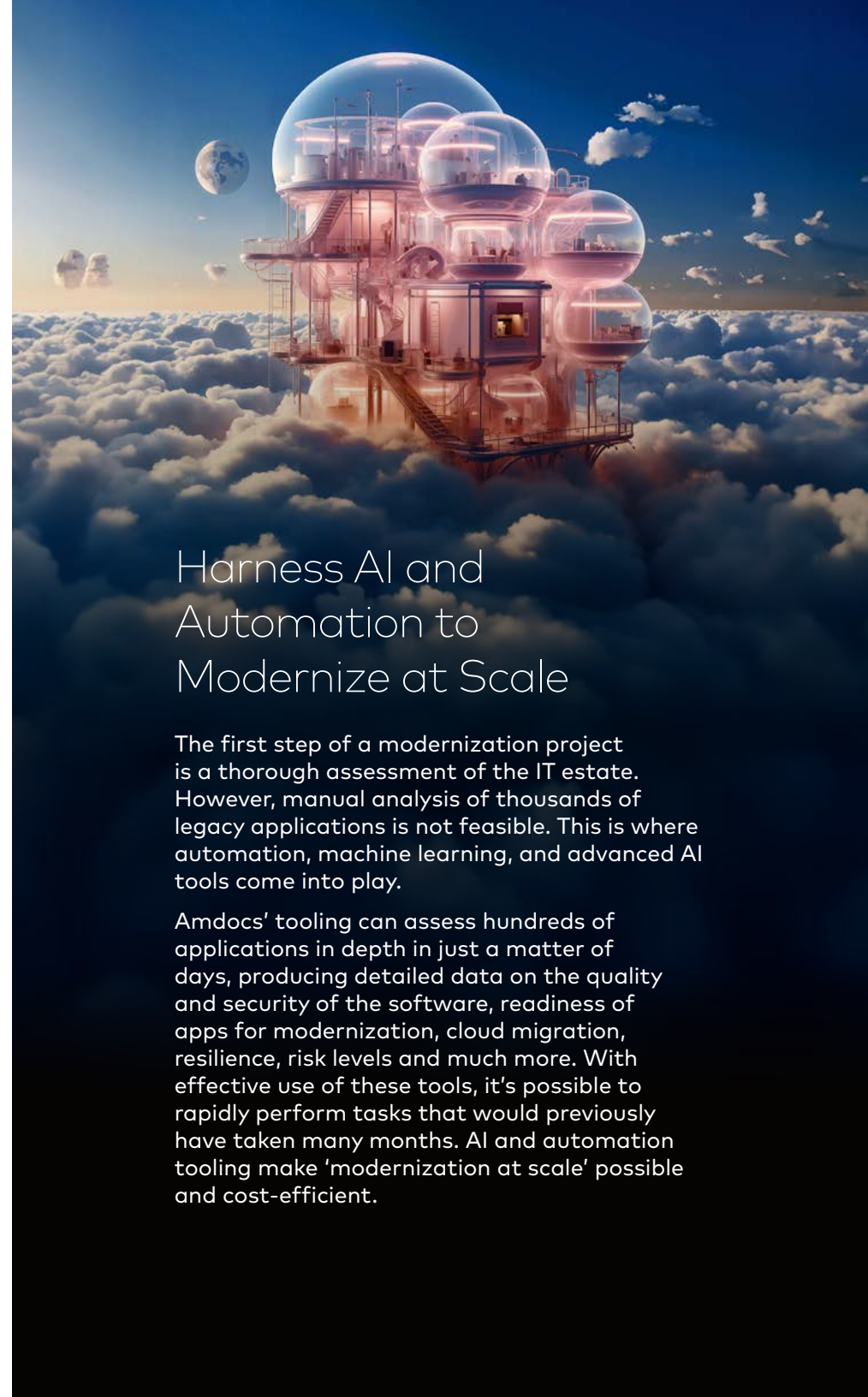**Large legacy estates are a target-rich environment for modernization.**

The secret of success: put business value front and center

Amdocs' approach to modernization focuses on addressing well-defined, prioritized business, needs and leveraging automation and AI-driven tooling to deliver value rapidly and at scale. This approach maximizes the tangible benefits achievable from the modernization investment.

Build the roadmap and execute

As a first step, Amdocs leverages advanced AI-driven tooling to assess hundreds of applications in a matter of days. Our world-class consultants analyse the results generated and quickly construct a modernization roadmap that will deliver the desired business outcomes efficiently and effectively. In later steps Amdocs executes the planning, design, deployment, testing and other stages of the project leveraging automation whenever and wherever possible.

Harness AI and Automation to Modernize at Scale

The first step of a modernization project is a thorough assessment of the IT estate. However, manual analysis of thousands of legacy applications is not feasible. This is where automation, machine learning, and advanced AI tools come into play.

Amdocs' tooling can assess hundreds of applications in depth in just a matter of days, producing detailed data on the quality and security of the software, readiness of apps for modernization, cloud migration, resilience, risk levels and much more. With effective use of these tools, it's possible to rapidly perform tasks that would previously have taken many months. AI and automation tooling make 'modernization at scale' possible and cost-efficient.

Value-Led Modernization at Scale

Amdocs has been helping enterprise customers with modernization for more than two decades. Our world-class consultants have deep expertise in all aspects of IT and verticals like FSI, telecom and more.

Amdocs' Value-led Modernization at Scale approach ensures modernization investment delivers, without getting diluted or drifting along the way. It leverages automation and AI to manage scale, and takes a business focus to maximize ROI. The approach also ensures that modernization dovetails with changes to the wider infrastructure, data capabilities, and engineering processes. This results in priority benefits being realized quickly and economically.

Get in touch

For more information, download the Value-led Modernization at Scale whitepaper, or contact our experts: cloud@amdocs.com.

Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and enterprise customers. Our approximately 29,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations.

Listed on the NASDAQ Global Select Market, Amdocs had revenue of $4.89 billion in fiscal 2023.

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