



Independent Testing Services – PEAK Matrix™ Assessment and Profile Compendium 2015

Application and Digital Services
Market Report: July 2015 – Preview deck

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Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

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Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

Subscription information

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¹ Banking, financial services, and insurance

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Background and scope of the research

Background of the research

- With technology playing a critical role in shaping the future of enterprises, buyers are increasingly investing in independently validating their systems and processes. In a very competitive market place, service providers are strengthening their capabilities and are looking to build domain-specific capabilities in order to meet business objectives
- In this research, we present the assessment and detailed profiles of 23 IT service providers featured on the independent testing services PEAK Matrix. Each service provider profile provides a comprehensive picture of their service suite, scale of operations, and domain investments
- The assessment is based on Everest Group's annual RFI process for the calendar year 2015, interaction with leading testing service providers (including pure-play testing providers), client reference checks, and analysis of the testing services market

Scope of this report

- **Services:** Independent testing services
- **Geography:** Global
- **Service providers:** Leading 23 independent testing service providers

This report includes the profiles of the following 23 service providers:

- **Independent testing services PEAK Matrix Leaders:** Accenture, Cognizant, IBM, Infosys, TCS, and Wipro
- **Independent testing services PEAK Matrix Major Contenders:** Atos, Capgemini, Cigniti, CSC, Dell Services, EPAM, HCL Technologies, IGATE, L&T Infotech, Mindtree, QualiTest, Syntel, Tech Mahindra, and XYZ
- **Independent testing services PEAK Matrix Aspirants:** ITC Infotech, Luxoft, and Softek

This report focuses on independent testing services and provides insights into leading service providers

NOT EXHAUSTIVE

This report focuses on “independent testing services” and considers services where testing components are included in a separate Statement of Work (SOW) for the engagement

 Focus of research

Independent testing services

- Advisory services (QA assessment and framework, test processing consulting, etc.)
- Domain-based testing (domain-specific functional testing, compliance testing, etc.)
- Test data management and tool services
- Manual testing (functional system testing, SI testing, UAT, etc.)
- Enterprise application testing (SAP testing, CRM testing, etc.)
- Performance testing
- Specialized testing (service virtualization, SOA testing, etc.)
- Cloud-based testing (TaaS)
- Mobile apps testing
- Infrastructure testing services

This report also provides insights into their delivery capabilities, scale, domain investments, focus on verticals, type of testing services, and partnerships

This independent testing services provider compendium report has 23 service provider profiles, focusing on their service suite, scale of operations, and domain investments

XYZ | Testing services profile

Independent testing services overview

Strengths

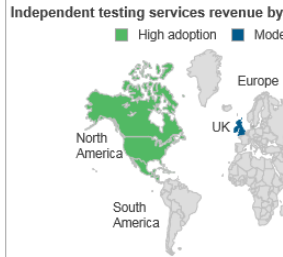
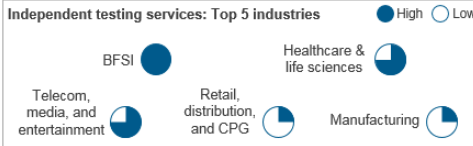
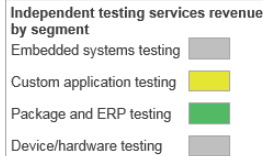
- Has a strong focus on developing in-house IP around testing and automation frameworks in addition to software product testing
- Its strong offshore presence (XX%) has helped drive cost efficiencies for clients

Areas of improvement

- Lacks meaningful scale and needs to invest towards ramping up delivery capabilities to win larger engagements and improve its positioning in the market place



Scope and coverage: ABC Advisory (TCoE, test process optimization), functional testing, performance engineering, specialized testing (mobile, cloud, security, BI/DW testing), package and ERP testing, crowdsourced testing, and testing as-a-service



Source: Everest Group (2015)



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XYZ | Testing services profile

Testing services offerings and recent developments

Vision: XYZ aims to enrich its customers' experience and accelerate business value by providing solution accelerators that combine technical innovation, frameworks, industry-specific/business solutions, and industry-recognized quality & testing best practices.

Testing services – Proprietary solutions (representative list)

Solution	Details
Solution 1	• Solution to govern code quality, reuse, and productivity to reduce and eliminate defects earlier in the development lifecycle
Solution 2	• Pair-wise combinatorial test accelerator that optimizes the number of test permutations needed to validate functionality
Solution 3	• Test design management with ABC Compliance for XX file validation

Testing services partnerships (representative list)

Partner name	Type of partnership	Details
Partner 1	Technology partnership	• Partnership with ABC for TaaS
Partner 2	Technology partnership	• Partnership to provide specific technical solutions and tools to clients

Recent activities (representative list)

Activity
Expanded AA to mobile devices for test automation

Source: Everest Group (2015)



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Source: Everest Group (2015)



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Application and digital services research calendar

Topic	■ Published ■ Current Release date
Optimizing IT Service Delivery: Technology is the Answer	February 2015
Practitioner Perspectives – Wayne Butterfield Interview	March 2015
Upcoming Contract Renewals – Application Services	March 2015
The Agile Journey: Following Agile to Being Agile	May 2015
Application Services – Annual Report 2015: “Agile to DevOps? Not so Fast”	July 2015
Enterprise Digital Adoption: High Returns, Will They Sustain?	July 2015
Independent Testing Services – PEAK Matrix™ Assessment and Profile Compendium 2015	July 2015
Digital adoption market update	Q3 2015
Digital adoption market update – Europe focused	Q3 2015
Independent testing services market update	Q3 2015
PEAK Matrix – Digital Services	Q3 2015
PEAK Matrix – Independent testing services – Europe focused	Q3 2015
PEAK Matrix – SaaS implementation	Q4 2015
SaaS Market Update	Q4 2015
What's Your Mobility Strategy?	Q4 2015

Additional research recommendations

The following documents are recommended for additional insight into the topic covered in this research. These documents either provide additional details on the topic, or complementary content which may be of interest

- 1. Boosting Productivity in Independent Testing Services:** ([EGR-2014-4-V-1138](#)); 2014. This report continues our ongoing research on the productivity agenda for the broader IT services market, with a specific focus on testing services. This report contains:
 - A productivity maturity framework for testing services
 - Best practices for boosting productivity in testing services
 - Recommendations for enterprises seeking to enhance productivity in testing services
- 2. Application Services – Annual Report 2015: “Agile to DevOps? Not so Fast”:** ([EGR-2015-4-R-1503](#)); 2015. This annual research deep dives into the application services landscape. It provides data-driven facts and perspectives on the overall market. The research covers application services adoption trends, demand drivers, and buyer expectations. The research analyzes buyer challenges, trends shaping the market (adoption of Agile methods and increased interest in the DevOps model of application delivery) and also provides an outlook for 2015 for the broader IT as well as application services market

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About Everest Group

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