



# **Independent Testing Services – Market Trends and PEAK Matrix™ Assessment & Profiles Compendium**

Application & Digital Services

Market Report: June 2016 – Preview Deck

# Our research offerings for global services

## ▶ **Market Vista™**

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

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## ▶ **BFSI<sup>1</sup> Business Process**

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## ▶ **Human Resources**

## ▶ **Recruitment & Talent Acquisition**

## ▶ **Contact Center**

## ▶ **Transaction Intelligence**

## 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
- Others | Market intelligence, service provider capabilities, technologies, contract assessment

## Subscription information

- The full report is included in the following subscription(s)
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<sup>1</sup> Banking, financial services, and insurance

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# Background of the research

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## Background of the research

- As enterprises are getting disrupted by newer business models and technologies, they are investing in independently validating their systems and processes. The potential risk of not pursuing testing diligently is pushing them towards adopting a holistic quality assurance program
- Service providers, on the other hand, are realigning their testing portfolio to cater to buyers' increasing demands in the areas of digital technologies and consumer experience. They are strengthening their capabilities in newer areas such as automation and DevOps while enhancing their core propositions in a tightly contested marketplace
- In this research, we present the assessment and detailed profiles of 22 IT service providers featured on the independent testing services PEAK Matrix. Each service provider profile provides a comprehensive picture of its service suite, scale of operations, and domain investments
- The assessment is based on Everest Group's annual RFI process for the calendar year 2016, 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:** 22 leading IT service providers

## This report includes the profiles of the following 22 service providers on the independent testing services PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, Infosys, TCS, and Wipro
- **Major Contenders:** Atos, Cigniti, CSC, Dell Services, EPAM, HCL Technologies, IBM, L&T Infotech, Mindtree, QualiTest, Syntel, Tech Mahindra, and VirtusaPolaris
- **Aspirants:** Hexaware, Luxoft, and Softtek

# 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 22 service provider profiles, focusing on their service suite, scale of operations, and domain investments

## XYZ | Testing services profile (page 1 of 2)

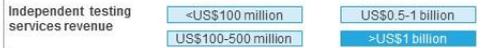
### Independent testing services overview

#### Strengths

- XYZ has expanded its service portfolio into newer technology areas such as IoT and has leveraged its partner ecosystem in this space to drive innovation
- its aggressive sales strategy for new and existing accounts centers around pushing its flagship offerings and key IP

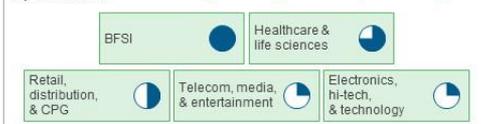
#### Areas of improvement

- XYZ should try to increase its logo reach and presence in Continental Europe to strengthen its overall leadership position
- it should also capitalize on its recent wins in IoT to penetrate these industries



**Scope and coverage:** Testing services spanning functional & non-functional testing, UAT, test automation (continuous & lifecycle automation), security & usability testing, test data & TEMS, mobile, IoT & customer experience testing, package validation, analytics-driven testing, QA consulting, etc.

Independent testing services: Top 5 industries



Independent testing services revenue by segment



Independent testing services revenue by geography



Source: Everest Group (2016)



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## XYZ | Testing services profile (page 2 of 2)

### Testing services offerings and recent developments

**Vision:** XYZ aims to be the Quality Assurance partner of choice for clients as they innovate across business, technology, and operations with digital

#### Testing services – proprietary solutions (representative list)

Solution	Details
Solution 1	Business process automation solution that uses patented algorithm and ML capabilities for automated execution of business requirements and control cycle of test cases
Solution 2	On-demand testing platform that offers pay-per-use test services using an ecosystem of IoT and security tools, APIs and monitoring
Solution 3	Specialized framework for test automation that supports both enterprise and embedded testing across technology
Solution 4	Mobile platform for mobile and embedded testing that connects enterprise devices with mobile devices and home automation
Solution 5	IoT's test solution platform that connects embedded device IEC and device test data and IoT APIs to enable testing of smart objects and devices
Solution 6	Suite of QA analysis tools that offer advanced insights into quality using machine learning and ML capabilities

#### Testing services partnerships (representative list)

Partner name	Type of partnership	Details
Partner 1	Technology partnership	Strategic alliance for automation and performance testing tools
Partner 2	Service partnership	Integrates XYZ's internal expertise with superior customer experience assurance solutions
Partner 3	Technology partnership	Global service agreement for mobile test automation and website monitoring system

Additionally, XYZ has partnered with ABC, DEF, GHI, JKL, among others.

#### Recent activities (representative list)

Activity
Acquired PQR, YUW, MNO, etc., to boost overall capabilities in specific geographies and verticals.

Source: Everest Group (2016)



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Source: Everest Group (2016)



# Application and digital services research calendar

■ Published
 ■ Current

Topic	Release date
The Agile Journey: Following Agile to Being Agile .....	May 2015
Application Services – Annual Report 2015: “Agile to DevOps? Not so Fast” .....	July 2015
North America Digital Adoption Survey – How Pervasive is your Digital strategy? .....	August 2015
Digital Services – PEAK Matrix™ Assessment and Profile Compendium 2015 .....	November 2015
European Digital Adoption Survey – Is Your Digital Strategy Plateauing? .....	December 2015
BFSI Digital Adoption Trends – The Investment Enigma for BFSI Enterprises: Where to Invest? .....	March 2016
SaaS Implementation Services – Market Trends and PEAK Matrix™ Assessment & Profiles Compendium .....	March 2016
Healthcare & Life Sciences Digital Adoption Trends – Digital Adoption Driven by Consumerization of Healthcare .....	April 2016
Application Services – Annual Report 2016: “No DevOps No Digital” .....	May 2016
Independent Testing Services - Market update and PEAK Matrix™ Assessment & Profile Compendium 2016 .....	June 2016
IoT Services – Market update and PEAK Matrix™ Assessment & Profile Compendium 2016 .....	Q3 2016
Digital Services – Market update and PEAK Matrix™ Assessment & Profile Compendium 2016 .....	Q3 2016

# Additional research recommendations

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

1. **Testing Services Market Update 2015 – Digital Testing, Buyers Beware!**: ([EGR-2015-4-R-1578](#)); 2015. This research provides data-driven insights into the evolving world of testing services. It focuses on various dimensions such as deal size trends, duration, pricing model, and leading industries. The research discusses challenges faced by enterprises going in for digital testing and what they expect from service providers
2. **Independent Testing Services – PEAK Matrix™ Assessment and Profile Compendium 2015**: ([EGR-2015-4-R-1506](#)); 2015. This report provides an assessment of the IT service providers who are involved in delivering independent testing services, specifically: Accenture, Atos, Capgemini, Cigniti, Cognizant, CSC, Dell Services, EPAM, HCL, IBM, IGATE, Infosys, ITC Infotech, L&T Infotech, Luxoft, Mindtree, QualiTest, Softek, Syntel, TCS, Tech Mahindra, Virtusa, and Wipro

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## About Everest Group

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