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Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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Alisha Mittal, Practice Director

Ankit Gupta, Practice Director

Tanwita Nimiar, Senior Analyst

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Background of the research

- Increased adoption of agile, DevOps, and next-generation technologies such as AR/VR, AI/ML, and IoT has changed the applications testing landscape. Enterprises are no longer looking for monthly or quarterly releases, they are aiming for tens or hundreds of releases daily or weekly, which means testing cannot be a later stage activity, but has to transform itself into an engineering practice. Thus, service providers are innovating at a faster pace with focus on extreme automation and embedding AI/ML, thus optimizing the testing process
- COVID-19 brought unprecedented customer demands and the need for scalability, which drove the Quality Assurance (QA) service providers to embrace non-functional testing such as security testing, performance testing, accessibility, and compatibility testing in their portfolio. Crowdsourced QA testing was also among those testing services, which experienced sufficient traction to accommodate various use cases such as localization testing and even security testing
- This need gave rise to a talent gap, and service providers had to train their workforce remotely to meet the demand for next-generation technologies, and increase investments in talent to transform into the Software Development Engineer in Test (SDET) model and support the change happening in the industry

The assessment is based on Everest Group's annual RFI process conducted over Q1 2021, interactions with leading QA service providers, and analysis of the QA services market.

This report includes the profiles of the following 33 leading ABC service providers featured on the Quality Assurance services (QA) PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, HCL Technologies, IBM, Infosys, TCS, and Wipro
- **Major Contenders:** Atos, Cigniti, Cybage, DXC Technology, EPAM, Infogain, LTI, Mindtree, QA Consultants, Qualitest, QualityKiosk, Softtek, Tavant, Tech Mahindra, TestingXperts, UST, ValueLabs, Virtusa, and Zensar
- **Aspirants:** Aspire Systems, Jade Global, Mastek, Mphasis, Sonata Software, and TO THE NEW

Scope of this report:



Geography
Global



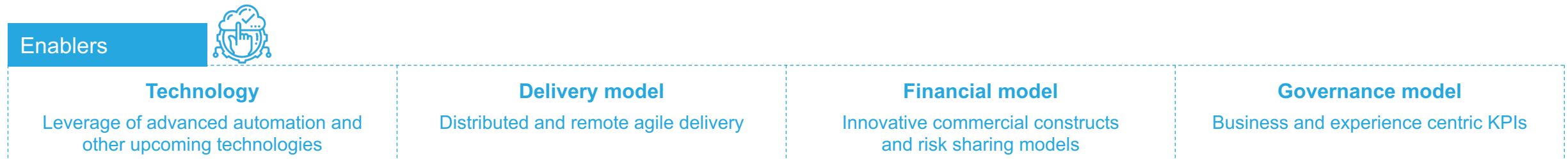
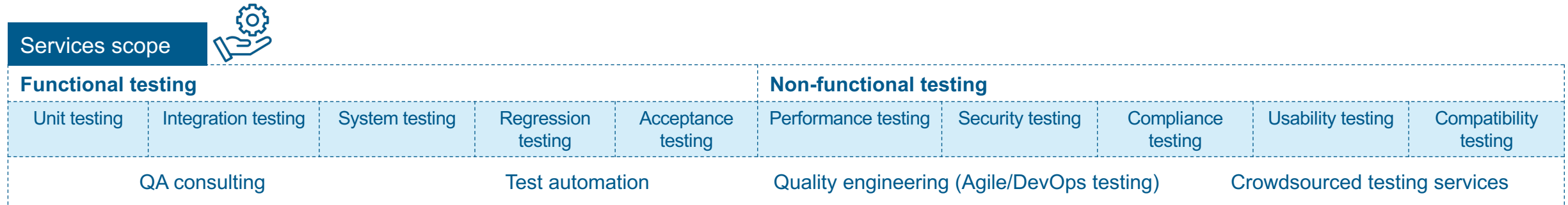
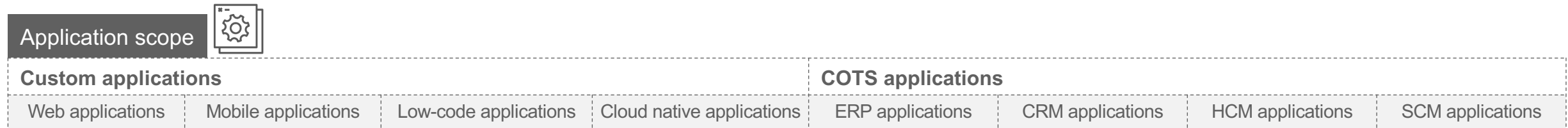
Service providers
33



Services
Quality assurance services

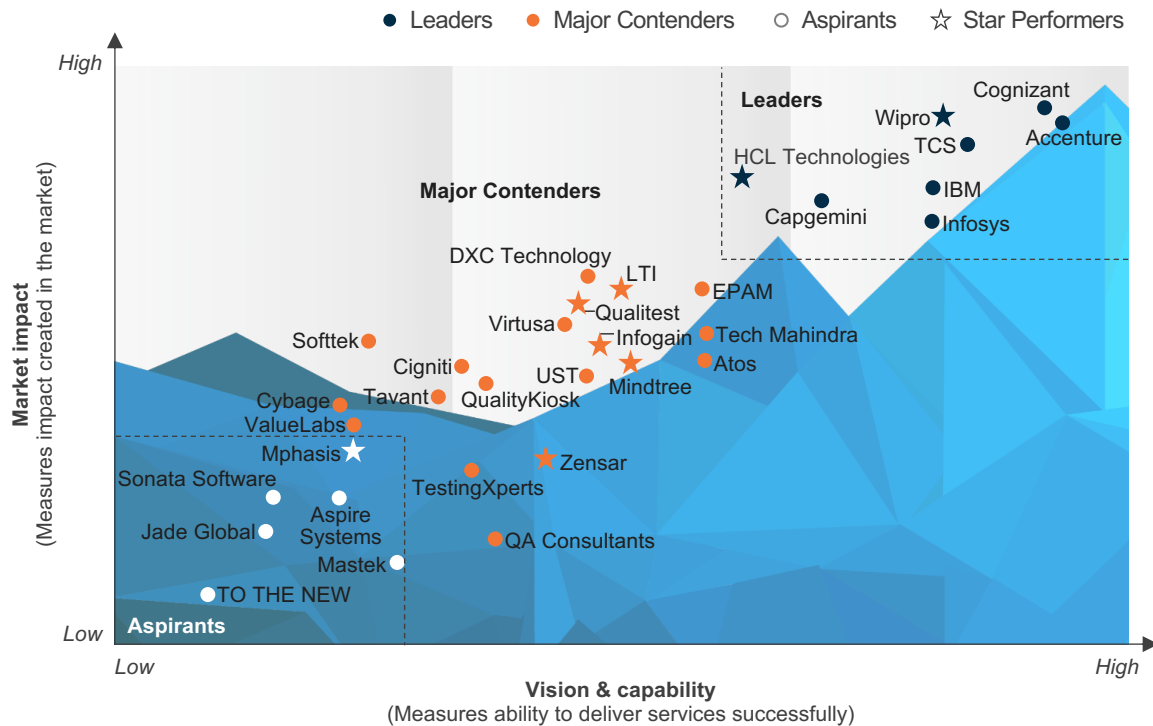
This report focuses on QA services and offers insights into the key QA services market trends

For the purpose of this assessment, QA services are defined as quality assurance services focused on IT systems that are delivered by career QA professionals across different type of engagements with enterprises.



This study offers three distinct chapters providing a deep dive into key aspects of quality assurance market; below are three charts to illustrate the depth of the report

Everest Group Enterprise QA Services PEAK Matrix® Assessment 2022¹



1 Assessments for IBM excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers.

Source: Everest Group (2021).

Capability assessment

Illustrative example

Measure of capability: ☐ Low ● High

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Service provider 1	☐	☐	☐	☐	☐	☐	☐	☐	☐
Service provider 2	☐	☐	☐	☐	☐	☐	☐	☐	☐
Service provider 3	☐	☐	☐	☐	☐	☐	☐	☐	☐
Service provider 4	☐	☐	☐	☐	●	☐	☐	☐	☐
Service provider 5	☐	☐	☐	☐	☐	☐	☐	☐	☐
Service provider 6	☐	☐	☐	☐	☐	☐	☐	☐	☐
Service provider 7	☐	☐	☐	☐	☐	☐	●	☐	☐
Service provider 8	☐	☐	☐	☐	☐	☐	☐	☐	☐
Service provider 9	☐	☐	☐	☐	☐	☐	☐	☐	☐

Everest Group's remarks on service providers

Illustrative example

Measure of capability: ☐ Low ● High

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
☐	☐	☐	☐	☐	●	☐	☐	☐

Strengths

- Service provider offers broad range of testing services starting from functional to non-functional including new age testing services such as blockchain testing and IoT testing
- Service provider is being highly appreciated for its resources' technical knowledge, quality, and support it provides to help clients innovate
- Clients have praised the fact that it needs to focus on establishing a partner relationship rather than a vendor-client interaction

Limitations

- With a technology rich and partnership driven portfolio, clients are expecting the service provider to be more proactive in taking charge of driving innovations
- Clients would like to see active engagement from service provider's team with respect to governance and regular interactions

Research calendar

Application services

■ Published ■ Planned ■ Current release

Flagship reports

Release date

Application Services – Preparing for the Post-pandemic World	October 2020
Next-generation Application Management Services PEAK Matrix® Assessment 2020	November 2020
Next-generation Application Management Service Provider Compendium	December 2020
Cloud-native Application Services – the Cloud-native Juggernaut is Rolling; Be Mindful of Pitfalls	January 2021
Application Transformation Services PEAK Matrix® Assessment 2021	June 2021
Application Transformation Service Provider Compendium 2021	July 2021
Application Services – Transform Application Management to Drive Digital Success	September 2021
Enterprise Quality Assurance (QA) Services PEAK Matrix® Assessment 2022	October 2021

Thematic reports

Release date

Rapid Application Development Platform Trailblazers: Top 14 Start-ups in Low-code Platforms – Taking the Code Out of Coding	May 2020
Strength in Adversity: Enterprise Service Resilience During the COVID-19 Crisis	June 2020
Winning the War for Talent: An Enterprise Guide to Building a Sustainable Workforce Strategy	July 2020
Cloud-based Application Modernization	July 2020
Upcoming Contract Renewals – Application Services 2021	March 2021
Making Distributed Agile Work – An Enterprise Adoption Guide	April 2021
State of the Market – Low Code Platforms	Q4 2021

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Blog

everestgrp.com/blog

Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

Bangalore

india@everestgrp.com
+91-80-61463500

Delhi

india@everestgrp.com
+91-124-496-1000

London

unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto

canada@everestgrp.com
+1-647-557-3475

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