

Enterprise Quality Assurance (QA) – Service Provider Compendium 2022

January 2022: Complimentary Abstract / Table of Contents



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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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Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01

Robust definitions and frameworks

F&A pyramid, multi-process FAO definition, Total Value Equation (TVE), PEAK Matrix®, market maturity

02

Primary sources of information

Annual contractual and operational RFIs, service provider briefings and buyer interviews, web-based surveys

03

Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04

Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and service providers

Annual RFI process and interaction with leading Quality Assurance service providers

Dedicated team for researching Quality Assurance services adoption trends

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, service providers, technology providers, and industry associations

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

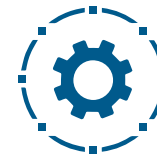
Scope of this report



Geography
Global

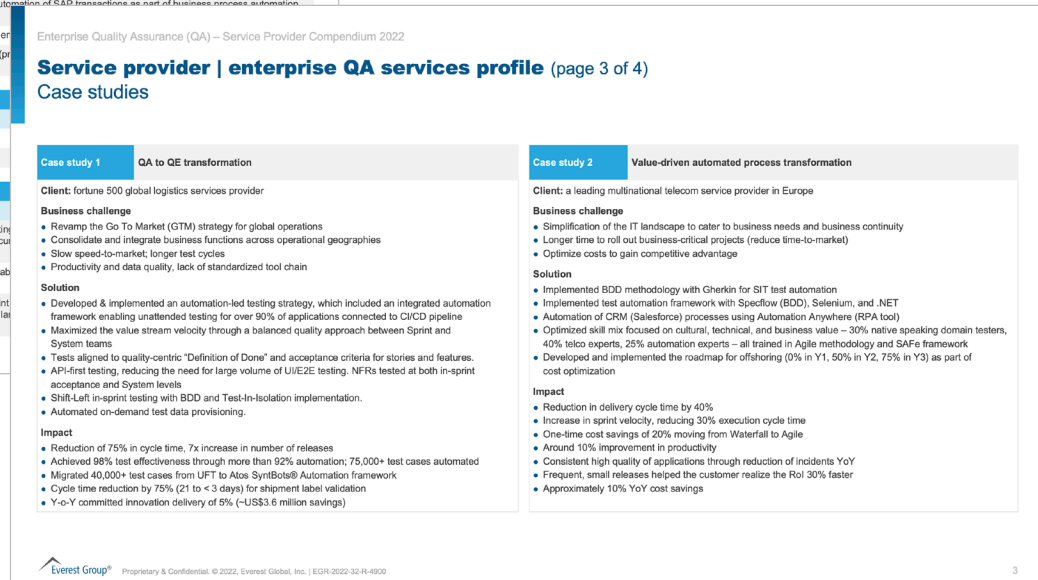
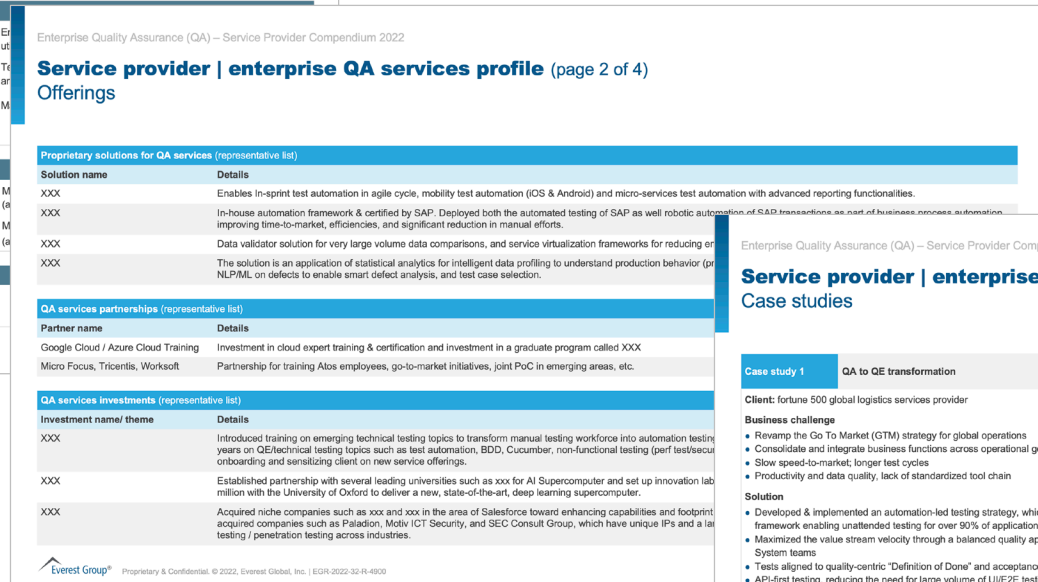
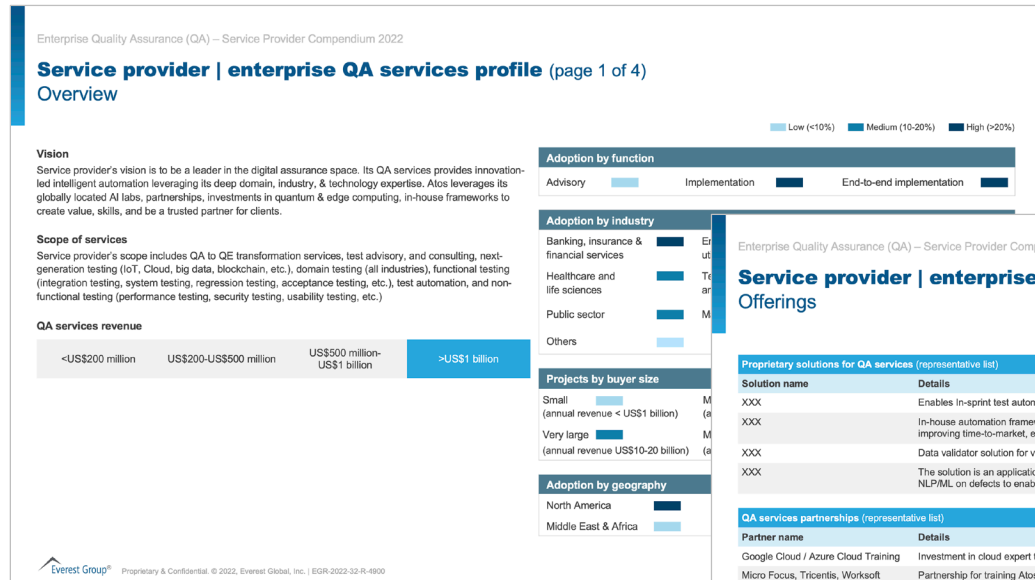


Service providers
33



Services
Quality assurance services

This study offers 33 distinct chapters providing a deep dive into key aspects of QA; below are three charts to illustrate the depth of the report



Research calendar

Application services

Published Planned Current release

Flagship reports

Release date

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
Enterprise Quality Assurance (QA) – Service Provider Compendium 2022	January 2022

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	Q1 2022

Note: For a list of all of our published Application services reports, please refer to our [website page](#).



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