

Low-code Application Development Services PEAK Matrix® Assessment 2023

April 2023: Complimentary Abstract / Table of Contents



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- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Pricing Analytics as a Service
- ▶ Process Mining
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG Information Technology
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Genius™
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
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Introduction

Low-code application development has become increasingly popular as businesses seek to streamline their software development processes and improve their ability to rapidly respond to market changes. As we enter 2023, low-code application development platforms have evolved to offer even more advanced capabilities, such as AI and ML integration, increased automation, and improved collaboration features.

Pure play low-code platforms are emerging as a significant component of an enterprise technology stack. Platforms such as Appian, Mendix, and OutSystems are increasingly adept at building enterprise-grade applications. As the demand for these platforms rises meteorically, there is also a corresponding rise seen in the demand for low-code application development services.

In this research, we present an assessment of 31 low-code application development service providers featured on the low-code application development services PEAK Matrix®. The assessment is based on Everest Group's annual RFI process for the calendar year 2022, interactions with leading low-code application development service providers, client reference checks, and an ongoing analysis of the low-code application development services market. We focus on:

- **Appian providers:** Bits In Glass, Coforge, Eviden – an Atos business, Happiest Minds, Infosys, KPMG, PwC, Roboyo, TCS, Valcon, Vision Point Systems, WNS Vuram, Xebia, Yexle, and Zimpatica
- **Mendix providers:** Apronto, Bizzomate, Capgemini, Coforge, Deloitte, Eviden – an Atos business, Incentro, MxBlue, Ordina, Persistent Systems, TCS, and ValueMomentum
- **OutSystems providers:** Aaseya, Capgemini, Coforge, DB Results, Do iT Lean, Eviden – an Atos business, Happiest Minds, Inetum, KPMG, NTT DATA, Persistent Systems, Ruption, TCS, Virtusa, and Xebia

Scope of this report



Geography
Global



Providers
31 leading low-code application development service providers



Services
Low-code application development services

Overview and abbreviated summary of key messages

Low-code application development has become increasingly popular as businesses seek to streamline their software development processes and improve their ability to rapidly respond to market changes. In this research, we present an assessment and the detailed profiles of 31 low-code application development service providers featured on the low-code application development services PEAK Matrix®.

Some of the findings in this report, among others, are:

Appian Application Development Services

Everest Group classified 15 Appian application development service providers on the Everest Group Services PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants

- **Leaders:** Coforge, Infosys, TCS, WNS Vuram, and Xebia
- **Major Contenders:** Bits In Glass, Eviden – an Atos business, Happiest Minds, KPMG, PwC, Roboyo, Vision Point Systems, and Yexle
- **Aspirants:** Valcon and Zimpatica

Mendix Application Development Services

Everest Group classified 12 Mendix application development service providers on the Everest Group Services PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants

- **Leaders:** Capgemini, Eviden – an Atos business, TCS, and ValueMomentum
- **Major Contenders:** Appronto, Bizzomate, Coforge, Deloitte, Incentro, and Ordina
- **Aspirants:** MxBlue and Persistent Systems

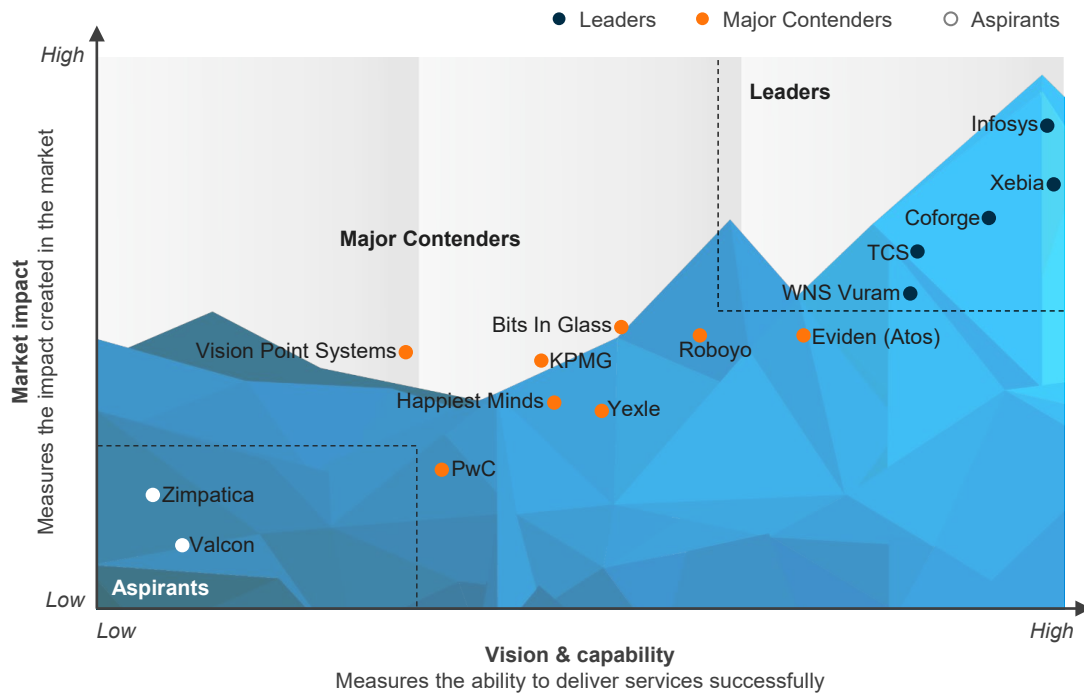
OutSystems Application Development Services

Everest Group classified 15 OutSystems application development service providers on the Everest Group Services PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants

- **Leaders:** Do iT Lean, Eviden – an Atos business, NTT DATA, TCS, and Xebia
- **Major Contenders:** Aaseya, Capgemini, Coforge, DB Results, Happiest Minds, KPMG, and Persistent Systems
- **Aspirants:** Inetum, Ruption, and Virtusa

This study offers six distinct chapters providing a deep dive into key aspects of low-code services; below are three charts to illustrate the depth of the report for Appian services

Low-code Application Development Services PEAK Matrix® Assessment 2023 – Appian Platform¹



¹ Assessments for Bits In Glass, KPMG, PwC, Roboyo, Valcon, Vision Point Systems, Yexle, and Zimpatica exclude 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 (2023)

Capability assessment

Illustrative example

Measure of capability: 🔄 Low ● High

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

Everest Group’s remarks on 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

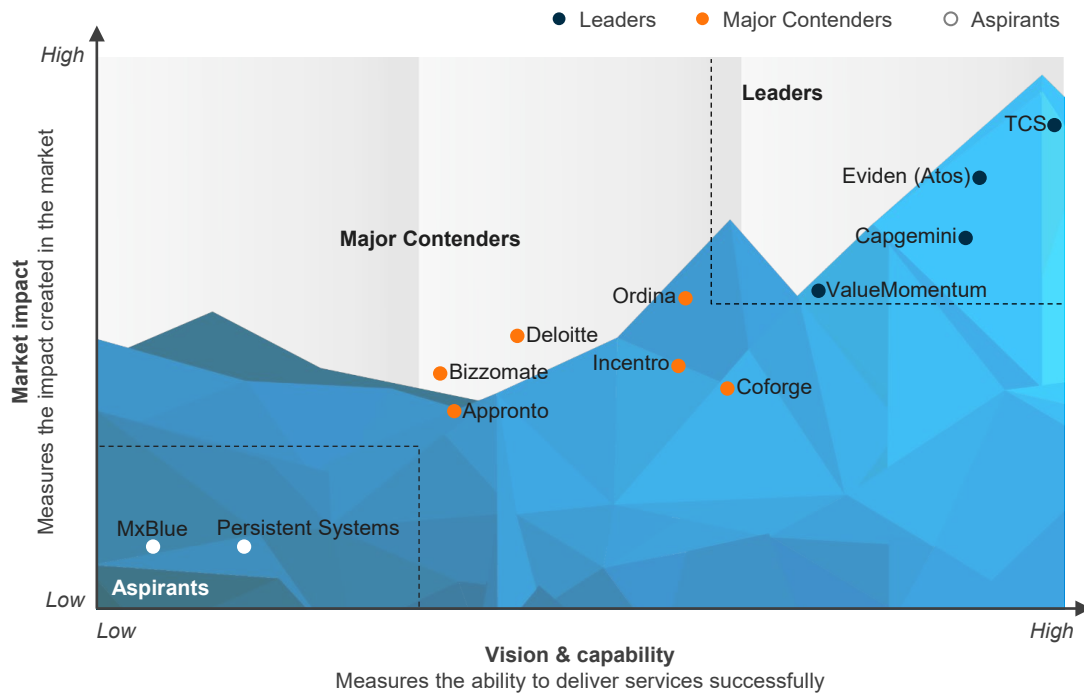
- Provider 1 has invested in building solutions that can significantly reduce the time-to-market for enterprises
- Clients appreciate their pricing flexibility, project management capabilities, domain expertise, and engagement flexibility

Limitations

- Provider 1 has struggled with talent retention and customers have had to face frequent personnel turnover during engagements
- Clients have highlighted the lack of proactive value-addition and transformative push in engagements as areas of improvement

This study offers six distinct chapters providing a deep dive into key aspects of low-code services; below are three charts to illustrate the depth of the report for Mendix services

Low-code Application Development Services PEAK Matrix® Assessment 2023 – Mendix Platform¹



¹ Assessments for Appronto, Bizzomate, Capgemini, Deloitte, Incentro, MxBlue, Ordina, and Persistent Systems exclude 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 (2023)

Capability assessment

Illustrative example

Measure of capability: 🔄 Low ● High

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

Everest Group’s remarks on 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

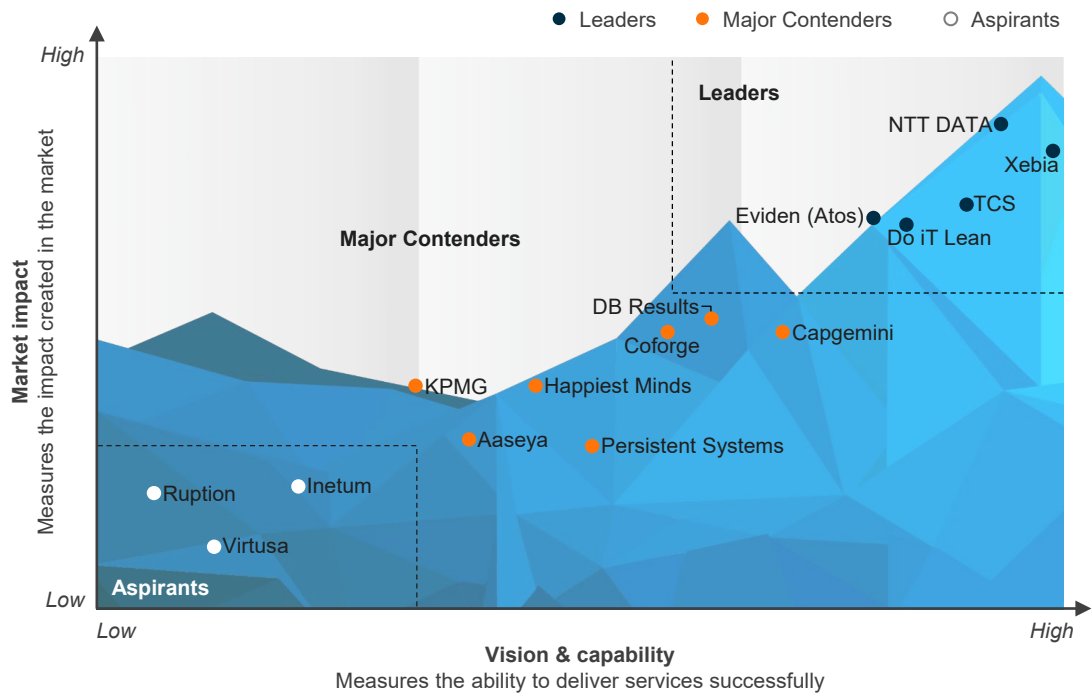
- Provider 1 has invested in building solutions in Mendix that can significantly reduce the time-to-market for enterprises
- Provider 1 is capable of delivering its services at a very competitive rate since its delivery model is concentrated in offshore locations. Clients have highlighted the lack of proactive value-addition and transformative push in engagements as areas of improvement

Limitations

- There is limited evidence of OOTB application components or industry solutions built by Provider 1 on the Mendix platform, which may affect the time-to-market for enterprises
- Provider 1’s presence is limited to the European region, and it has limited experience in delivering Mendix services in other major markets such as North America and APAC

This study offers six distinct chapters providing a deep dive into key aspects of low-code services; below are three charts to illustrate the depth of the report for OutSystems services

Low-code Application Development Services PEAK Matrix® Assessment 2023 – OutSystems Platform¹



¹ Assessments for Aaseya, Capgemini, DB Results, Do it Lean, Inetum, KPMG, Persistent Systems, Ruption, and Virtusa exclude 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 (2023)

Capability assessment

Illustrative example

Measure of capability: 🟡 Low ● High

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

Everest Group's remarks on 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

- Provider 1 maintains regular and open two-way communication channels with its clients that helps address any potential pain points upfront in a smooth manner
- customers trust Provider 1 with their business challenges and are impressed by its commitment to timely and professional delivery

Limitations

- Most of Provider 1's clients are companies with >US\$5 billion in revenue. Enterprises from the SMB segment may not find Provider 1 suitable for small-scale implementations
- Provider 1 should improve its onshore delivery presence for OutSystems, to ensure higher customer satisfaction

Research calendar

Application Services

Published
 Planned
 Current release

Reports title	Release date
Future of Enterprise Quality	January 2023
Webinar Deck: Sustainability in the New Year: Follow Through on Resolutions for People and the Planet	February 2023
Hitting the Bullseye: Getting Multi-cloud Application Development Right	April 2023
Low-code Application Development Services PEAK Matrix® Assessment 2023	April 2023
Sustainability in Software – Paving the Way for a Greener IT Landscape	Q2 2023
Application Automation Services PEAK Matrix® Assessment 2023	Q2 2023
Agile Consulting Trailblazers 2023	Q2 2023
Application Automation Services Provider Compendium 2023	Q2 2023
Low-code Application Development Services Provider Compendium 2023	Q2 2023
Design and Prototyping Platforms Trailblazers	Q2 2023
Application Services State of the Market	Q2 2023
Quality Engineering (QE) Specialist Services PEAK Matrix® Assessment 2023	Q3 2023
Next-Generation Quality Engineering (QE) Services PEAK Matrix® Assessment 2023	Q3 2023
Low-code Application Development Platforms PEAK Matrix® Assessment 2023	Q3 2023
Quality Assurance (QA) Services Provider Compendium 2023	Q3 2023
Application Transformation Services PEAK Matrix® Assessment 2023	Q4 2023

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