

Application Automation Services – Provider Compendium 2023

August 2023: Complimentary Abstract / Table of Contents



Our research offerings

This report is included in the following research program(s):

Application Services

- ▶ Amazon Web Services (AWS)
- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ Asset and Wealth Management
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Customer Experience Management Services
- ▶ CX Excellence
- ▶ CXM Technology
- ▶ Cybersecurity
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Employer of Record (EOR)
- ▶ Engineering Research and Development
- ▶ Enterprise Platform Services
- ▶ Exponential Technologies
- ▶ Finance and Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ GBS Talent Excellence
- ▶ Global Business Services
- ▶ Google Cloud
- ▶ Healthcare Business Process
- ▶ Healthcare Information Technology
- ▶ HealthTech
- ▶ Human Resources
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Excellence
- ▶ IT Services Executive Insights™
- ▶ IT Talent Excellence
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Microsoft Azure
- ▶ Modern Application Development (MAD)
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ 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
- ▶ Value and Quality Assurance (VQA)

If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at info@everestgrp.com

Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations,
risk, technologies

Locations: costs, skills,
sustainability, portfolios

Contents

1. Introduction and overview	5
• Research methodology	6
• Key information on the report	7
• Background of the research	8
• Application automation services scope	9
2. Application Automation Services PEAK Matrix® characteristics	10
• PEAK Matrix framework	11
• Everest Group PEAK Matrix for application automation services	14
• Characteristics of Leaders, Major Contenders, and Aspirants	15
• Star Performer summary	16
• Provider capability summary dashboard	18
3. Enterprise sourcing considerations	22
• Leaders	22
– Accenture	23
– Capgemini	27
– Cognizant	31
– Infosys	35
– TCS	39
– Wipro	43
• Major Contenders	47
– Atos	48
– Coforge	52

For more information on this and other research published by Everest Group, please contact us:

Alisha Mittal, Vice President

Ankit Gupta, Practice Director

Ankit Nath, Senior Analyst

Mohammed Riyaz, Senior Analyst

Rashi Garg, Senior Research Specialist

Contents

• Major Contenders (continued)	
– DXC Technology	56
– Genpact	60
– LTIMindtree	64
– Marlabs	68
– Mphasis	72
– NTT DATA	76
– SLK Software	80
– Softek	84
– Tech Mahindra	88
– Trianz	92
– UST	96
– ValueMomentum	100
• Aspirants	104
– 3i Infotech	105
– Damco Solutions	109
– Dexian IT Solutions	113
– Trigent	117
– Wizeline	121
4. Appendix	125
• Glossary	126
• Research calendar	127

Introduction

Application automation has become an essential means for enterprises looking to not only enhance their technology stack but also to stay competitive in today's market. As enterprises become technologically mature, they have realized the potential of application automation to increase productivity and efficiency spans the entirety of the application development life cycle, be it requirement gathering, application development & modernization, testing, application management, or DevOps. With a renewed focus on application automation, enterprises are looking for service providers who can help them cut through the clutter and achieve their automation goals.

To be effective, service providers need to understand enterprise aspirations and guide them through the automation journey from the current state to the desired state in a sequential, yet effective manner. This requires a proactive approach to identifying opportunities and proposing solutions that align with the enterprise's complex technology landscape and development practices.

In this research, we present an assessment of 25 application automation service providers featured on the [Application Automation Services PEAK Matrix® Assessment 2023](#). The assessment is based on Everest Group's annual RFI process for the calendar year 2022, interactions with leading application automation service providers, client reference checks, and ongoing analysis of the application automation services market.

This report includes the following 25 leading application automation services providers featured on the PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, Infosys, TCS, and Wipro
- **Major Contenders:** Atos, Coforge, DXC Technology, Genpact, LTIMindtree, Marlabs, Mphasis, NTT DATA, SLK Software, Softtek, Tech Mahindra, Trianz, UST, and ValueMomentum
- **Aspirants:** 3i Infotech, Damco Solutions, Dexian IT Solutions, Trigent, and Wizeline

Scope of this report



Geography
Global



Providers
25 leading application
automation service providers



Services
Application automation
services

Application automation services scope

Definition of application automation for the purpose of this assessment:

For the purpose of this assessment, application automation services have been defined as follows:

NOT EXHAUSTIVE

Application automation services focus



Consult and advisory

High-level assessment of potential processes/use cases for automation, outlining strategy, and implementation roadmap



Design and development

Debugging, documentation, code build, version control, and source code integration



Test and validate

Test requirement analysis, test planning, test script generation, test environment setup, and bug reporting and analysis



Modernize and run

Architecture design and re-architecting, system/process integration, and application monitoring & operations

Delivery management

Agile enablement, DevOps enablement, project management, observability, and value stream management

The Application Automation Services – Provider Compendium 2023 report has 25 provider profiles

Application Automation Services – Provider Compendium 2023

Provider 1 profile (page 1 of 4)

Overview

Vision
Provider 1 objective for its application automation services is to offer automation solutions that provide the best practices and processes in the industry in order to help businesses to overcome their challenges.

Scope of services
Its scope of services includes application landscape assessment, consulting and advisory services, and implementation of application automation services.

Application automation services revenue

<US\$20 million	US\$20-50 million	US\$50-200 million
-----------------	-------------------	--------------------

Application Automation Services – Provider Compendium 2023

Provider 1 profile (page 2 of 4)

Case studies

Case study 1 Cloud-native customized logistics management software

Business challenge
The client faced challenges in consolidating data from warehouses and carrier partner utilization and load efficiency due to outdated technology and limited integration options. A contemporary cloud-based solution that provides seamless access to applications for its customers, including robust API interfaces and responsive user experience across multiple devices.

Solution
Provider 1 created a cloud-native, scalable SaaS app. The structure was developed using HTML 5 and ReactJS for the user interface. The .Net framework gathered data from various programs, OEM software including PCS, QuickBooks, ALJex, and carrier partners by utilizing their APIs. An enterprise-level integration effort now connects shippers, pool Provider 1's incoming and departing orders to the LMS to better manage and distribute orders.

Impact

- Improved usability and end-to-end visibility
- Enabled better reports with high charts and dashboards

Application Automation Services – Provider Compendium 2023

Provider 1 profile (page 3 of 4)

Offerings

Proprietary solutions for application automation services (representative list)

Solution name	Details
Solution 1	This framework is focused on software quality assurance, multi-device testing as well.

Application automation services partnerships enhancing (representative list)

Partner name	Details
Partner 1	Provider 1 is an AWS partner, and it leverages AWS services for engineering, QA & testing, IoT, big data, and analytics.
Partner 2	Provider 1 is a Microsoft Gold partner with co-developed solutions.

Application automation services investments (representative list)

Investment name/theme	Details
Investment in CoEs	Provider 1 invests in labs and CoEs. One such investment is in the area of AI/ML.

Application Automation Services – Provider Compendium 2023

Provider 1 profile (page 4 of 4)

Everest Group assessment – Aspirant

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 earned praise from clients for its flexible commercial options, which enable clients to tailor their engagements to meet their specific needs and budget
- Provider's leadership team has built strong relationships with clients, demonstrating a high level of responsiveness to their requests and concerns
- With its agile approach to client engagements, Provider 1 has earned a reputation for being a flexible and accommodating service Provider 1 that can quickly ramp up or down to meet changing needs and adjust scope as necessary
- Provider 1 has partnerships and solutions spanning the application development life cycle covering design, development, testing, and validation

Limitations

- Clients opine that Provider 1 should enhance its resource management practices to ensure optimal utilization of resources
- Proactive innovation to solve critical problems in engagements is an area where Provider 1 can improve to deliver better value to clients
- While Provider 1 has a strong presence in North America, there is an opportunity for the firm to diversify its client base like its peers
- Optimizing its onshore-offshore mix can help Provider 1 better support its clients and improve its delivery capabilities

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
Application Automation Services PEAK Matrix® Assessment 2023	May 2023
Sustainability in Applications – Paving Way for Greener IT Landscape	June 2023
Application Automation Services – Provider Compendium 2023	August 2023
Low-Code Application Development Services – Provider Compendium 2023	Q3 2023
Design and Prototyping Platforms Trailblazers	Q3 2023
Application Services State of the Market 2023	Q3 2023
Quality Engineering (QE) Specialist Services PEAK Matrix® Assessment 2023	Q3 2023
Next-Generation Quality Engineering (QE) Services PEAK Matrix® Assessment 2023	Q3 2023
Quality Engineering (QE) Services – Provider Compendium 2023	Q3 2023
Low-Code Application Development Platforms PEAK Matrix® Assessment 2023	Q3 2023
Quality Engineering (QE) State of the Market 2023	Q4 2023
Application Transformation Services PEAK Matrix® Assessment 2023	Q4 2023

Note: [Click](#) to see a list of all our published Application Services reports



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at www.everestgrp.com.

Stay connected

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
+1-214-451-3000

This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.

Website
everestgrp.com

Social Media
 @EverestGroup
 @Everest Group
 @Everest Group
 @Everest Group

Blog
everestgrp.com/blog

NOTICE AND DISCLAIMERS

IMPORTANT INFORMATION. PLEASE REVIEW THIS NOTICE CAREFULLY AND IN ITS ENTIRETY. THROUGH YOUR ACCESS, YOU AGREE TO EVEREST GROUP'S TERMS OF USE.

Everest Group's Terms of Use, available at www.everestgrp.com/terms-of-use/, is hereby incorporated by reference as if fully reproduced herein. Parts of these terms are pasted below for convenience; please refer to the link above for the full version of the Terms of Use.

Everest Group is not registered as an investment adviser or research analyst with the U.S. Securities and Exchange Commission, the Financial Industry Regulatory Authority (FINRA), or any state or foreign securities regulatory authority. For the avoidance of doubt, Everest Group is not providing any advice concerning securities as defined by the law or any regulatory entity or an analysis of equity securities as defined by the law or any regulatory entity.

All Everest Group Products and/or Services are for informational purposes only and are provided "as is" without any warranty of any kind. You understand and expressly agree that you assume the entire risk as to your use and any reliance upon any Product or Service. Everest Group is not a legal, tax, financial, or investment advisor, and nothing provided by Everest Group is legal, tax, financial, or investment advice. Nothing Everest Group provides is an offer to sell or a solicitation of an offer to purchase any securities or instruments from any entity. Nothing from Everest Group may be used or relied upon in evaluating the merits of any investment. Do not base any investment decisions, in whole or part, on anything provided by Everest Group.

Products and/or Services represent research opinions or viewpoints, not representations or statements of fact. Accessing, using, or receiving a grant of access to an Everest Group Product and/or Service does not constitute any recommendation by Everest Group that recipient (1) take any action or refrain from taking any action or (2) enter into a particular transaction. Nothing from Everest Group will be relied upon or interpreted as a promise or representation as to past, present, or future performance of a business or a market. The information contained in any Everest Group Product and/or Service is as of the date prepared, and Everest Group has no duty or obligation to update or revise the information or documentation. Everest Group may have obtained information that appears in its Products and/or Services from the parties mentioned therein, public sources, or third-party sources, including information related to financials, estimates, and/or forecasts. Everest Group has not audited such information and assumes no responsibility for independently verifying such information as Everest Group has relied on such information being complete and accurate in all respects. Note, companies mentioned in Products and/or Services may be customers of Everest Group or have interacted with Everest Group in some other way, including, without limitation, participating in Everest Group research activities.