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- ▶ IT Services Excellence
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- ▶ Talent Genius™
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Value and Quality Assurance (VQA)

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Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

Contents

1. Introduction and overview	05
• Research methodology	06
• Key information on the report	07
• Background of the research	08
• Quality engineering services scope	09
2. Quality Engineering (QE) Specialist Services PEAK Matrix® characteristics	11
• PEAK Matrix framework	12
• Everest Group PEAK Matrix for quality engineering services	14
• Characteristics of Leaders, Major Contenders, and Aspirants	15
• Provider capability summary dashboard	16
4. Enterprise sourcing considerations	20
• Leaders	20
– Cigniti	21
– Coforge	22
– Nous Infosystems	23
– Qualitest	24
– QualityKiosk	25
5. • Major Contenders	26
– a1qa	27
– Apexon	28
– DataArt	29
– eInfochips	30

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Contents

• Major Contenders (continued)	
– ImpactQA	31
– Jade Global	32
– Marlabs	33
– Planit	34
– QualiZeal	35
– RTTS	36
– SLK Software	37
– TestingXperts	38
– Trigent	39
– ValueMomentum	40
• Aspirants	41
– QASource	42
– QualityLogic	43
– TestCrew	44
– Testhouse	45
– TO THE NEW	46
Appendix	47
• Glossary	48
• Research calendar	49

Background of the research

In today's dynamic business landscape, enterprise technology landscape is rapidly evolving with software products taking center stage. The need for faster time-to-market has become imperative, driving frequent releases and the adoption of both shift-left and shift-right approaches. Quality engineering now holds heightened importance, as expectations for superior products soar. To support enterprises in their journey toward quality transformation, service providers are channeling investments into innovation and enhanced capabilities.

In this research, we present an assessment of 24 quality engineering service providers featured on the Quality Engineering (QE) Specialist Services PEAK Matrix®. Each provider profile provides a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies. The assessment is based on Everest Group's annual RFI process for calendar year 2023, interactions with leading quality engineering service providers, client reference checks, and an ongoing analysis of the quality engineering services market.

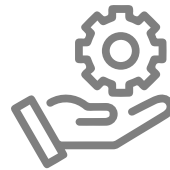
This report includes the profiles of the following 24 leading quality engineering service providers featured on the PEAK Matrix®:

- **Leaders:** Cigniti, Coforge, Nous Infosystems, Qualitest, and QualityKiosk
- **Major Contenders:** a1qa, Apexon, DataArt, eInfochips, ImpactQA, Jade Global, Marlabs, Planit, QualiZeal, RTTS, SLK Software, TestingXperts, Trigent, and ValueMomentum
- **Aspirants:** QASource, QualityLogic, TestCrew, Testhouse, and TO THE NEW

Scope of this report



Geography
Global



Providers
24 leading QE specialist service providers



Services
Quality engineering services

Overview and abbreviated summary of key messages

This report examines the quality engineering specialist services market and evaluates the positioning of service providers on the Everest Group PEAK Matrix®. It provides insights into the changing market dynamics, service provider delivery capabilities, and Everest Group's remarks on service providers' key strengths and limitations.

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

Quality Engineering Specialist Service providers

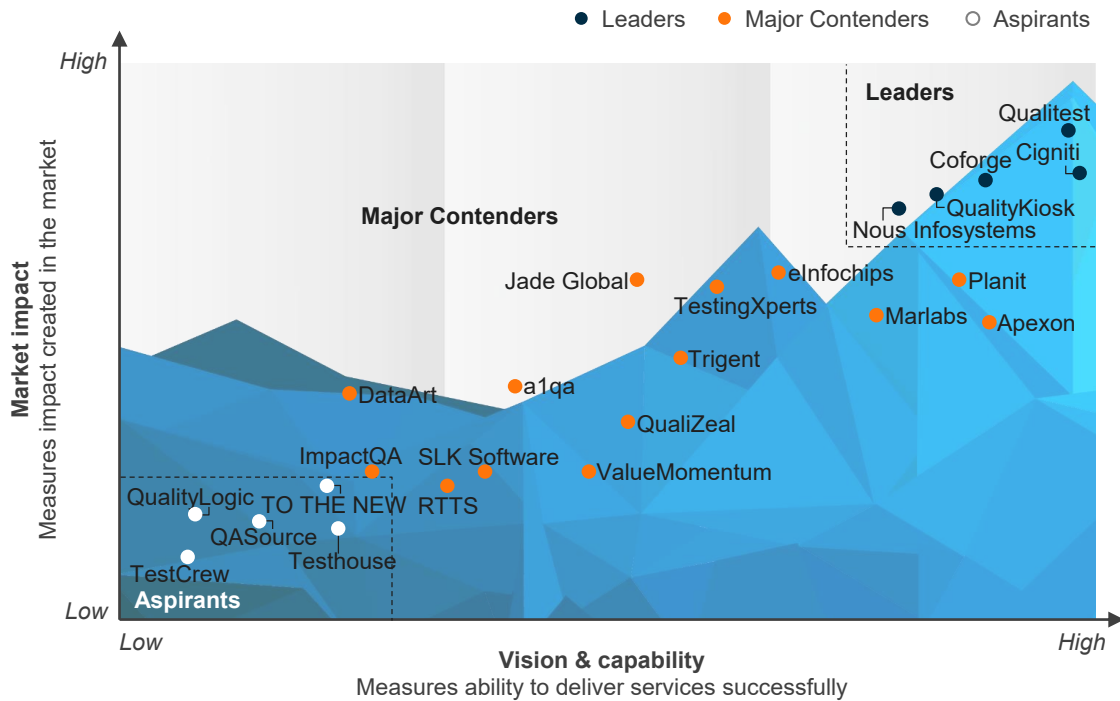
- Leading service providers have a strong delivery capability and a proven track record of delivering successful projects focused on quality engineering services across different industries and geographies. They have well-defined delivery models, processes, and tools to ensure efficient and effective project execution
- Major Contenders have a strong base of satisfied clientele within their sweet spots in the quality engineering services stack. They have the vision to develop full services play and are making both organic and inorganic investments to enable the same
- Aspirants are focusing on creating solutions beyond their niche areas of expertise. While they are limited by scale to cater to the requirements of large global players, they have been pro-actively investing in upgrading their flagship proprietary offerings to drive quality engineering services engagements

Key Drivers of quality engineering

- Enterprises have increasingly become reliant on cloud platforms and software applications to drive their operations and revenue streams. Quality engineering provide the necessary assurance that applications function reliably, are secure, and can handle the expected load, ensuring uninterrupted business continuity
- Integration of advanced technologies like Artificial Intelligence (AI), Machine Learning (ML), Internet of Things (IoT), Augmented Reality (AR), and Virtual Reality (VR) in enterprise's technology landscape has expanded the scope of testing. Quality engineering function and services now should ensure that these technologies and their applicability are thoroughly tested for performance, security, and reliability
- Enterprises are increasingly partnering with specialist quality engineering service providers to ensure comprehensive quality coverage across their technology stack. These providers brings focused expertise, talent, and solutions ensuring delivery excellence

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

Quality Engineering (QE) Specialist Services PEAK Matrix® Assessment 2023¹



1 Assessments for ImpactQA, QASource, QualityLogic, RTTS, and TestCrew 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 (2022)

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 has an impactful set of investments in AI-enabled test automation frameworks and platforms enabling it to address high-impact QE use cases
- Provider has a dedicated focus in upskilling its resources. It has invested in talent university to ensure continuous learning and development of its employee base

Limitations

- Provider's client base is concentrated mostly in North America, and it has limited proof points of meaningful experience of quality engineering services delivery in other emerging markets such as Europe, APAC, MEA, and LATAM
- Majority of provider's quality engineering services deals are low-ticket deals. In order to grow their quality engineering services revenue, they should focus on high ticket value deals having large-scale QE transformation in scope

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 Software – Paving the Way for a Greener IT Landscape	June 2023
Low-Code Application Development Services – Provider Compendium 2023	August 2023
Application Automation Services – Provider Compendium 2023	August 2023
Quality Engineering (QE) Specialist Services PEAK Matrix® Assessment 2023	September 2023
Application Services State of the Market 2023	Q3 2023
Next-Generation Quality Engineering (QE) Services PEAK Matrix® Assessment 2023	Q4 2023
Quality Engineering (QE) Specialist Services – Provider Compendium 2023	Q4 2023
Next-Generation Quality Engineering (QE) Services – Provider Compendium 2023	Q4 2023
Low-Code Application Development Platforms PEAK Matrix® Assessment 2023	Q4 2023
Quality Engineering (QE) State of the Market 2023	Q4 2023
Application Transformation Services PEAK Matrix® Assessment 2023	Q4 2023

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