

Next-generation Quality Engineering (QE) Services PEAK Matrix® Assessment 2023

October 2023: Complimentary Abstract / Table of Contents



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- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ 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)

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Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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Background of the research

Enterprises aiming to embrace digital transformation are exploring cutting-edge next-generation technologies to gain a competitive edge, drive business model innovation, and expand their operational boundaries. However, to achieve the desired benefits without disrupting existing operations, it is imperative to implement comprehensive Quality Engineering (QE) processes for these next-generation technologies. To support enterprises in their journey toward quality transformation with the adoption of next-generation technologies, service providers are channeling investments into innovation and enhanced capabilities in areas such as cloud, AI, IoT, blockchain, extended reality.

In this research, we present an assessment of 35 next-generation QE service providers featured on the Next-generation Quality Engineering (QE) 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 the calendar year 2023, interactions with leading quality engineering service providers, client reference checks, and an ongoing analysis of the quality engineering services market.

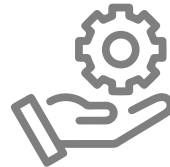
This report includes the profiles of the following 35 leading next-generation quality engineering service providers featured on the PEAK Matrix®:

- **Leaders:** Accenture, Capgemini, Cognizant, HCLTech, Infosys, Qualitest, TCS, and Wipro
- **Major Contenders:** a1qa, Aspire Systems, Cigniti, Coforge, eInfochips, Eviden, GlobalLogic, Indium Software, Infogain, Marlabs, Mphasis, Nous Infosystems, PwC, QualityKiosk, QualiZeal, Tech Mahindra, TestingXperts, Trigent, ValueMomentum, Virtusa, and Zensar
- **Aspirants:** 3i Infotech, Daffodil Software, Dexian IT Solutions, SLK Software, Testhouse, and TO THE NEW

Scope of this report



Geography
Global



Providers
35 leading next-generation QE
service providers



Services
QE services

Overview and abbreviated summary of key messages

This report examines the next-generation quality engineering 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:

Next-generation QE Service providers

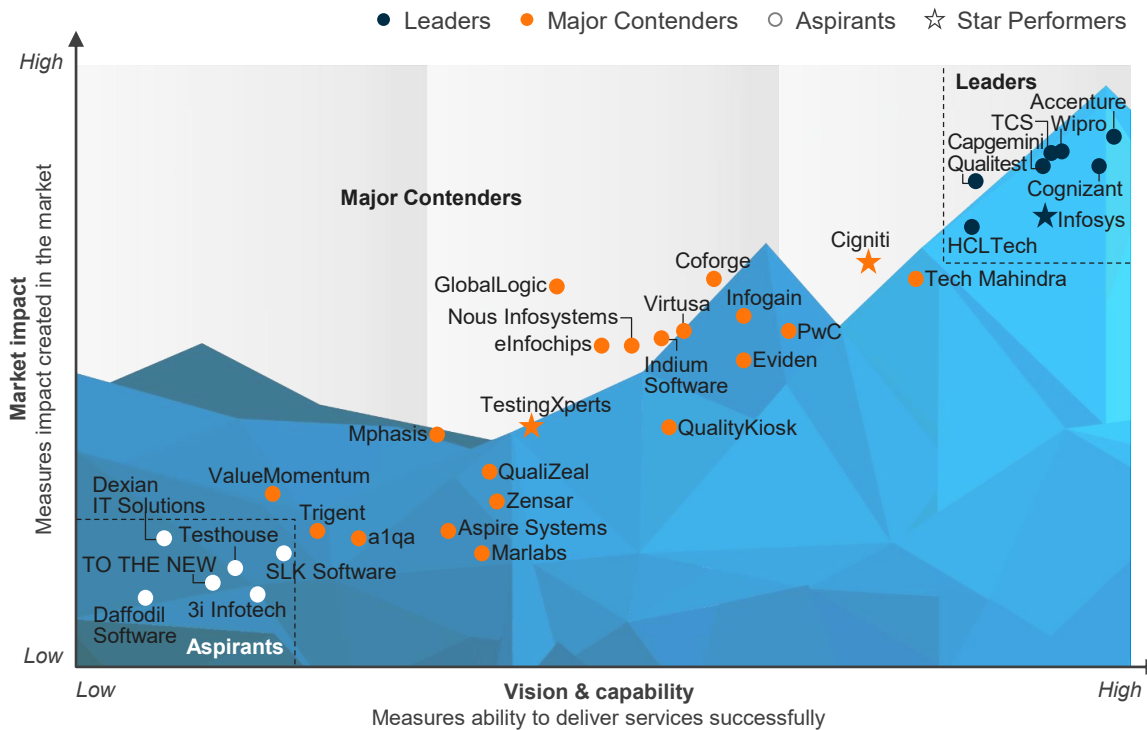
- Leading service providers have a strong delivery capability and a proven track record of delivering successful projects focused on quality engineering services across different industries and geographies. They have well-defined delivery models, processes, and tools to ensure efficient and effective 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 next-generation quality engineering services engagements

Key drivers of next-generation QE

- Enterprises have increasingly become reliant on cloud platforms and software applications to drive their operations and revenue streams. Quality engineering provides the necessary assurance that applications function reliably, are secure, and can handle the expected load, ensuring uninterrupted business continuity
- Integration of advanced technologies such as Artificial Intelligence (AI), Machine Learning (ML), Internet of Things (IoT), Augmented Reality (AR), Virtual Reality (VR), blockchain 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 next-generation quality engineering service providers to ensure comprehensive quality coverage across their technology stack. These providers bring focused expertise, talent, and solutions ensuring delivery excellence

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

Next-generation Quality Engineering (QE) Services PEAK Matrix® Assessment 2023¹



1 Assessment for Eviden and Virtusa includes partial inputs from the service provider, and is based on Everest Group's estimates that leverage its proprietary data assets, service provider public disclosures, and 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 adoption	Market impact			Vision & capability				
	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 next-generation 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 next-generation QE 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 next-generation QE 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	September 2023
Next-generation Quality Engineering (QE) Services PEAK Matrix® Assessment 2023	October 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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