

# Quality Engineering (QE) Specialist – Provider Compendium 2023

November 2023: Complimentary Abstract / Table of Contents



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sustainability, portfolios

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## Introduction

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

# Quality engineering services scope

NOT EXHAUSTIVE

## Services scope

| Functional testing   |                     |                |                    |                    |             | Non-functional testing |                  |                    |                   |                       |                       |
|----------------------|---------------------|----------------|--------------------|--------------------|-------------|------------------------|------------------|--------------------|-------------------|-----------------------|-----------------------|
| Unit testing         | Integration testing | System testing | Regression testing | Acceptance testing | API testing | Performance testing    | Security testing | Compliance testing | Usability testing | Compatibility testing | Accessibility testing |
| Crowdsourced testing |                     |                |                    |                    |             | Modernization testing  |                  |                    |                   |                       |                       |
| QE advisory          |                     |                |                    |                    |             | Test automation        |                  |                    |                   |                       |                       |

## Assurance of next-generation technology themes

| Intelligent systems<br>(generative AI, advanced analytics, big data)   | Connected ecosystems<br>(digital twin, IoT, 5G)   | Extended reality<br>(AR/VR/MR, metaverse, Web 3.0)  | Decentralized ecosystem<br>(distributed ledger technologies, blockchain)   | Modern applications<br>(low-code no-code, AI-assisted development)   | Cloud applications<br>(serverless computing, hybrid-cloud, multi-cloud)   |
|--|---|---|--|--|---|
| <ul style="list-style-type: none"> <li>• Output validation</li> <li>• Core algorithm testing</li> <li>• Model performance testing</li> </ul> | <ul style="list-style-type: none"> <li>• Interoperability testing</li> <li>• Compatibility testing</li> <li>• Network connectivity testing</li> </ul> | <ul style="list-style-type: none"> <li>• Immersion testing</li> <li>• Interoperability testing</li> <li>• Hardware compatibility testing</li> </ul> | <ul style="list-style-type: none"> <li>• Smart contract testing</li> <li>• Node/peer testing</li> <li>• Consensus testing</li> </ul> | <ul style="list-style-type: none"> <li>• Microservices testing</li> <li>• Continuous testing</li> <li>• Chaos engineering</li> </ul> | <ul style="list-style-type: none"> <li>• Scalability testing</li> <li>• Multi-tenancy testing</li> <li>• Disaster recovery testing</li> </ul> |

## Key areas covered

| Custom applications                     |                 |                 |  | COTS applications |                  |                             |     |
|---|-----------------|-----------------|--|-------------------|------------------|-----------------------------|-----|
| Mobile                                  | Desktop         | Web             |  | ERP               | CRM              | HCM                         | SCM |
| Phyigital products and embedded systems |                 |                 |  |                   |                  |                             |     |
| Drone                                   | Gaming consoles | Medical devices |  | Smart wearables   | Wireless devices | Point of Sale (PoS) systems |     |

# The Quality Engineering (QE) Specialist – Provider Compendium 2023 has 24 provider profiles

Quality Engineering (QE) Specialist – Provider Compendium 2023

## Provider 1 profile (page 1 of 4)

### Overview

**Vision**  
It aims to lead a revolutionary change in the industry by delivering end-to-end lifecycle automation, reusability, and the integration of and predictive analytics. Its places a significant emphasis on continuous feedback to elevate product quality and efficiency to new heights.

**Scope of services**  
Its scope of services includes test consulting, digital assurance, environment management, packaged application testing, test data DevSecOps, data testing, customer experience validation, continuous virtualization.

**QE services revenue**

|                 |                   |                    |
|-----------------|-------------------|--------------------|
| <US\$20 million | US\$20-50 million | US\$50-100 million |
|-----------------|-------------------|--------------------|

1 Includes industries such as media and entertainment, e-commerce, etc.

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Quality Engineering (QE) Specialist – Provider Compendium 2023

## Provider 1 profile (page 2 of 4)

### Offerings

**Proprietary solutions for QE services (representative list)**

| Solution name | Details   |
|---------------|---|
| Solution 1    | It is an automation framework that ensures seamless collaboration and               |
| Solution 2    | This framework provides a structure to assess testing practices across various      |
| Solution 3    | It is a Jmeter-based automation framework   |
| Solution 4    | It is a reusable test pack covering customer's specific requirements.               |
| Solution 5    | It is a core banking reusable test pack that can be easily updated to meet an       |
| Solution 6    | These pre-fabricated mobile test cases reduce the overall test design effort by 50% |

**QE services partnerships (representative list)**

| Partner name | Details                                   |
|--------------|---|
| Partner 1    | This partnership enhances capabilities    |
| Partner 2    | This partnership helps to reduce customer |
| Partner 3    | This partnership deepens synthetic        |
| Partner 4    | This partnership is leveraged for         |

**QE services investments (representative list)**

| Investment name/theme | Details                                 |
|-----------------------|---|
| Innovation CoE        | Invested in an eight-member dedicated   |
| Market Research       | Invested in market research to identify |

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## Provider 1 profile (page 3 of 4)

### Case studies

**Case study 1** Mobile-based testing

**Client:** A Middle Eastern bank

**Business challenge**  
The client was upgrading its mobile application to improve its customer testing-related activities. There was limited usage of testing tools.

**Solution**  
Provider leveraged ABC DevOps to manage test cases and deftly prioritizing mobile devices based on usage statistics and leveraging testing of various scenarios related to interrupts, user experience dashboard to provide insights to stakeholders on the testing statistics cases using the in-house automation framework.

**Impact**

- Contained defects up to 99%
- Improved user ratings to 4.5
- Increased the number of downloads to more than 100k

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## 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**

- With its agile approach to client engagements, Provider 1 has earned a reputation for being a flexible and accommodating service provider that can quickly ramp up or down to meet changing needs and adjust scope as necessary
- It has a good focus on industries such as BFSI, manufacturing, and travel and transport, making it a good choice for enterprises from these industries
- Clients have praised its account management capabilities, highlighting effective collaboration, timely responsiveness, and quick turnaround

**Limitations**

- While clients appreciate the quality of the talent pool offered by Provider 1 in engagements, they find resources' domain expertise to be lacking
- Provider 1 lags peers in terms of investments in CoEs and labs. It should consider investing in these areas, which can help it drive innovation to solve critical issues
- Provider 1 has limited investments in next-generation QE capabilities in the areas of AI-ML, IoT, blockchain, and AR/VR

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# 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         |
| Low-Code Application Development Platforms PEAK Matrix® Assessment 2023                               | November 2023        |
| <b>Quality Engineering (QE) Specialist Services – Provider Compendium 2023</b>                        | <b>November 2023</b> |
| Next-generation Quality Engineering (QE) Services – Provider Compendium 2023                          | Q4 2023              |
| Application Transformation Services PEAK Matrix® Assessment 2023                                      | Q4 2023              |

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





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