Next-generation Quality Engineering (QE) Services – Provider Compendium 2023

January 2024: Complimentary Abstract / Table of Contents

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- Life Sciences Information Technology
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- Market Vista™
- Microsoft Azure
- Microsoft Business Application Services
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- Payer and Provider Information Technology
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- Service Optimization Technologies
- Software Product Engineering Services
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- Sustainability Technology and Services
- Talent Genius™
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- Trust and Safety
- Value and Quality Assurance (VQA)

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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® Assessment 2023](#). 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

This report focuses on next-generation QE services

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 (generative AI, advanced analytics, big data)	Connected ecosystems (digital twin, IoT, 5G)	Extended reality (AR/VR/MR, metaverse, Web 3.0)	Decentralized ecosystem (distributed ledger technologies, blockchain)	Modern applications (low-code no-code, AI-assisted development)	Cloud applications (serverless computing, hybrid-cloud, multi-cloud)
• Output validation • Core algorithm testing • Model performance testing	• Interoperability testing • Compatibility testing • Network connectivity testing	• Immersion testing • Interoperability testing • Hardware compatibility testing	• Smart contract testing • Node/peer testing • Consensus testing	• Microservices testing • Continuous testing • Chaos engineering	• Scalability testing • Multi-tenancy testing • Disaster recovery testing

Key areas covered

Custom applications			COTS applications			
Mobile	Desktop	Web	ERP	CRM	HCM	SCM

Phygital products and embedded systems

Drone	Gaming consoles	Medical devices	Smart wearables	Wireless devices	Point of Sale (PoS) systems

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The Next-generation Quality Engineering (QE) Services – Provider Compendium 2023 has 35 provider profiles

Provider 1 profile (page 1 of 4)
Overview

Vision
Provider 1 aims to become the world's most trusted and largest QE and softw...
increased customer value and measurable business outcomes through its next-...
on developing and implementing intelligent automated validation solutions to del...
and effective.

Scope of services
Its scope of services includes digital engineering, cloud and DevOps, OTT soluti...
analytics, and digital marketing.

QE services revenue

<US$200 million	US$200-500 million	US$500 million–US$1 billion

Next-generation QE services focus

<10%	10-30%	

Provider 1 profile (page 2 of 4)
Offerings

Proprietary solutions for next-generation QE services (representative list)

Solution name	Details
Solution 1	It is an in-house turnkey solution for AI-based... corresponding automation suite. It is a suite o... integrates well with other popular open-sourc... management, and agile project management...
Solution 2	It is a centralized dashboard that shows the e... browsers, devices/emulators, and simulators.

Next-generation QE services partnerships (representative list)

Partner name	Details
Partner 1	Leverages open-source tools and frameworks... solutions, such as Selenium, Appium, and oth...

Next-generation QE services investments (representative list)

Investment name/theme	Details
CoE	Established a QA CoE to drive the following ob... • Provide thought leadership and standardizat... • Aid the enhancement of Prism leveraging AI/... • Build more depth in niche services such as a... • Cross-skill and upskill resources on latest to...

Provider 1 profile (page 3 of 4)
Case studies

Case study 1	Implemented an automated testing framework for a...

Client: a leading automobile manufacturer

Business challenge
The client, a prominent automobile manufacturer with an extensive product por...
ecosystem to support and drive its business operations. The client's digital eco...
agile, capable of delivering the necessary tools and solutions to meet its busine...
needed a digital platform for sales and marketing, customer relationship manag...
production optimization, data analytics, and other digital initiatives to ensure co...
the rapidly evolving automotive market.

Solution
The client implemented a comprehensive automated testing framework that en...
within its ecosystem. These applications comprised both external interfaces for...
suppliers, as well as internal systems for tasks such as inventory management...
automated testing framework aimed to enhance the efficiency and accuracy of...
diverse range of applications, ensuring that it functioned seamlessly and reliab...
improved software quality, quicker releases, and enhanced user experiences fo...
external customers and partners within the automotive ecosystem.

Impact
• Achieved 80%+ efficiency by reducing the development and test cycle
• Improved product quality

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 a balanced portfolio of next-generation QE engagements across industries, which makes it a good option for enterprise from a diverse set of industries
• Clients can benefit from provider's focus on training and upskilling its resources in areas such as performance testing, security testing, and data testing. Provider 1 has tie ups with online learning platforms. Apart from that, Provider 1 also leverages professional training sessions to keep its resources up to date with best practices

Limitations
• Provider 1 can better optimize its onshore-offshore mix as the majority of its resources are highly concentrated in offshore locations, which leads to less client proximity
• Its lack of partnership with technology providers in the next-generation QE space limits its ability to augment its capabilities as well leverage a partner channel to source deals and market its services

Research calendar
Application Services

Reports title	Release date
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
Quality Engineering (QE) Specialist Services – Provider Compendium 2023	November 2023
Next-generation Quality Engineering (QE) Services – Provider Compendium 2023	**January 2024**
Application Transformation Services PEAK Matrix® Assessment 2024 – North America	Q1 2024
Generative AI for the Future of Application Services – Propelling Productivity and Reshaping Cost Paradigms	Q1 2024
Low-code Application Development Platforms Provider Compendium 2024	Q1 2024

Note: Click to see a list of all of our published Application Services reports

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