

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

January 2024: Complimentary Abstract / Table of Contents



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- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ 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
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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	6
• Research methodology	7
• Key information on the report	8
• Background of the research	9
• QE services scope	10
2. Next-generation QE Services PEAK Matrix® characteristics	11
• PEAK Matrix framework	12
• Everest Group PEAK Matrix for QE services	13
• Characteristics of Leaders, Major Contenders, and Aspirants	16
• Star Performers summary	17
• Provider capability summary dashboard	18
4. Enterprise sourcing considerations	23
• Leaders	23
– Accenture	24
– Capgemini	28
– Cognizant	32
– HCLTech	37
– Infosys	41
– Qualitest	45
– TCS	49
– Wipro	53

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Contents

• Major Contenders	57
– a1qa	58
– Aspire Systems	62
– Cigniti	66
– Coforge	70
– eInfochips	74
– Eviden	78
– GlobalLogic	82
– Indium Software	86
– Infogain	90
– Marlabs	94
– Mphasis	98
– Nous Infosystems	102
– PwC	106
– QualityKiosk	110
– QualiZeal	114
– Tech Mahindra	118
– TestingXperts	122
– Trigent	126
– ValueMomentum	130
– Virtusa	134
– Zensar	138

Contents

• Aspirants	142
– 3i Infotech	143
– Daffodil Software	147
– Dexian IT Solutions	151
– SLK Software	155
– Testhouse	159
– TO THE NEW	163
5. Appendix	167
• Glossary	168
• Research calendar	169

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)
<ul style="list-style-type: none"> • Output validation • Core algorithm testing • Model performance testing 	<ul style="list-style-type: none"> • Interoperability testing • Compatibility testing • Network connectivity testing 	<ul style="list-style-type: none"> • Immersion testing • Interoperability testing • Hardware compatibility testing 	<ul style="list-style-type: none"> • Smart contract testing • Node/peer testing • Consensus testing 	<ul style="list-style-type: none"> • Microservices testing • Continuous testing • Chaos engineering 	<ul style="list-style-type: none"> • 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	

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

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

Provider 1 profile (page 1 of 4)

Overview

Vision
Provider 1 aims to become the world's most trusted and largest QE and software development services provider, increasing customer value and measurable business outcomes through its next-generation services, focused on developing and implementing intelligent automated validation solutions to deliver high-quality software products that are secure and effective.

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

QE services revenue

<US\$200 million	US\$200-500 million	US\$500 million-US\$1 billion
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Next-generation QE services focus

<10%	10-30%
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Next-generation Quality Engineering (QE) Services – Provider Compendium 2023

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 of tools that integrates well with other popular open-source tools for version management, and agile project management.
Solution 2	It is a centralized dashboard that shows the efficiency of 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 others.

Next-generation QE services investments (representative list)

Investment name/theme	Details
CoE	Established a QA CoE to drive the following objectives: <ul style="list-style-type: none"> Provide thought leadership and standardization Aid the enhancement of Prism leveraging AI Build more depth in niche services such as digital marketing Cross-skill and upskill resources on latest technologies

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

Provider 1 profile (page 3 of 4)

Case studies

Case study 1 Implemented an automated testing framework for a leading automobile manufacturer

Client: a leading automobile manufacturer

Business challenge
The client, a prominent automobile manufacturer with an extensive product portfolio, needed a digital platform to support and drive its business operations. The client's digital ecosystem was fragmented, and it needed a platform that was agile, capable of delivering the necessary tools and solutions to meet its business needs. The client needed a digital platform for sales and marketing, customer relationship management, production optimization, data analytics, and other digital initiatives to ensure competitive advantage in the rapidly evolving automotive market.

Solution
The client implemented a comprehensive automated testing framework that enhanced its ecosystem. These applications comprised both external interfaces for suppliers, as well as internal systems for tasks such as inventory management, production optimization, data analytics, and other digital initiatives to ensure competitive advantage in the rapidly evolving automotive market.

Impact

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

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Next-generation Quality Engineering (QE) 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 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

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Research calendar

Application Services

■ Published
 ■ Planned
 ■ Current release

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

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