



# Quality Engineering Services for Mid-market Enterprises PEAK Matrix® Assessment 2024

October 2024: Complimentary Abstract / Table of Contents

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- ▶ Payer and Provider Information Technology
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- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
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- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
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# Introduction

Mid-market enterprises are at a pivotal juncture, trying to strengthen their quality engineering foundation while simultaneously exploring fresh frontiers through cutting-edge technologies such as generative AI. In an ever-evolving market landscape, these enterprises want to engage with a provider capable of not only delivering superior technical implementations but also serving as a true strategic partner. While these enterprises want to focus on excellence and innovation when selecting their service provider, they also do not want to be lost in a sea of deals when engaging with larger providers. In their pursuit, mid-market enterprises want partners that are relationship-driven, cost-efficient, agile, nimble, and committed to delivering business impact and Return on Investment (RoI) at every step of the transformation. Service providers with inventive solutions, accelerators, and strong advisory capabilities can efficiently guide these enterprises through their Quality Engineering (QE) transformation journey.

In this research, we present an assessment and detailed profiles of 32 service providers featured on the Quality Engineering Services for Mid-market Enterprises

PEAK Matrix®. Each provider profile provides a comprehensive picture of its strengths and limitations. The assessment is based on Everest Group's annual RFI process for the calendar year 2024, interactions with 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 32 leading quality engineering service providers featured on the Quality Engineering Services for Mid-market Enterprises PEAK Matrix:**

- **Leaders:** Apexon, Cigniti, Qualitest, and UST
- **Major Contenders:** 3i Infotech, a1qa, Aspire Systems, Birlasoft, DataArt, elInfochips, HTC Global Services, ImpactQA, Indium Software, Innominds, Jade Global, Marlabs, Orion Innovation, Planit, QualityKiosk, QualiZeal, RTTS, SLK Software, TestCrew, TestingXperts, Trigent, and ValueMomentum
- **Aspirants:** Daffodil Software, Dexian IT Solutions, Innova IT Solutions, Narwal, Testhouse, and VVDN Technologies

## Scope of this report

**Geography:** Global

**Industry:** Market activity and investments of 32 leading service providers

**Services:** Quality engineering services

# Overview and abbreviated summary of key messages

## Overview

In this report, we present the assessment and detailed profiles of 32 service providers featured on the Quality Engineering Services for Mid-market Enterprises PEAK Matrix® Assessment 2024. The assessment is based on Everest Group's annual RFI process for calendar year 2024, interactions with leading service providers, client reference checks, and an ongoing analysis of the application management services market.

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

### Everest Group's Quality Engineering Services for Mid-market Enterprises PEAK Matrix® Assessment

- This report includes the profiles of the following 32 leading service providers featured on the Quality Engineering Services for Mid-market Enterprises PEAK Matrix:
  - **Leaders:** Apexon, Cigniti, Qualitest, and UST
  - **Major Contenders:** 3i Infotech, a1qa, Aspire Systems, Birlasoft, DataArt, elnfochips, HTC Global Services, ImpactQA, Indium Software, Innominds, Jade Global, Marlabs, Orion Innovation, Planit, QualityKiosk, QualiZeal, RTTS, SLK Software, TestCrew, TestingXperts, Trigent, and ValueMomentum
  - **Aspirants:** Daffodil Software, Dexian IT Solutions, Innova Solutions, Narwal, Testhouse, and VVDN Technologies

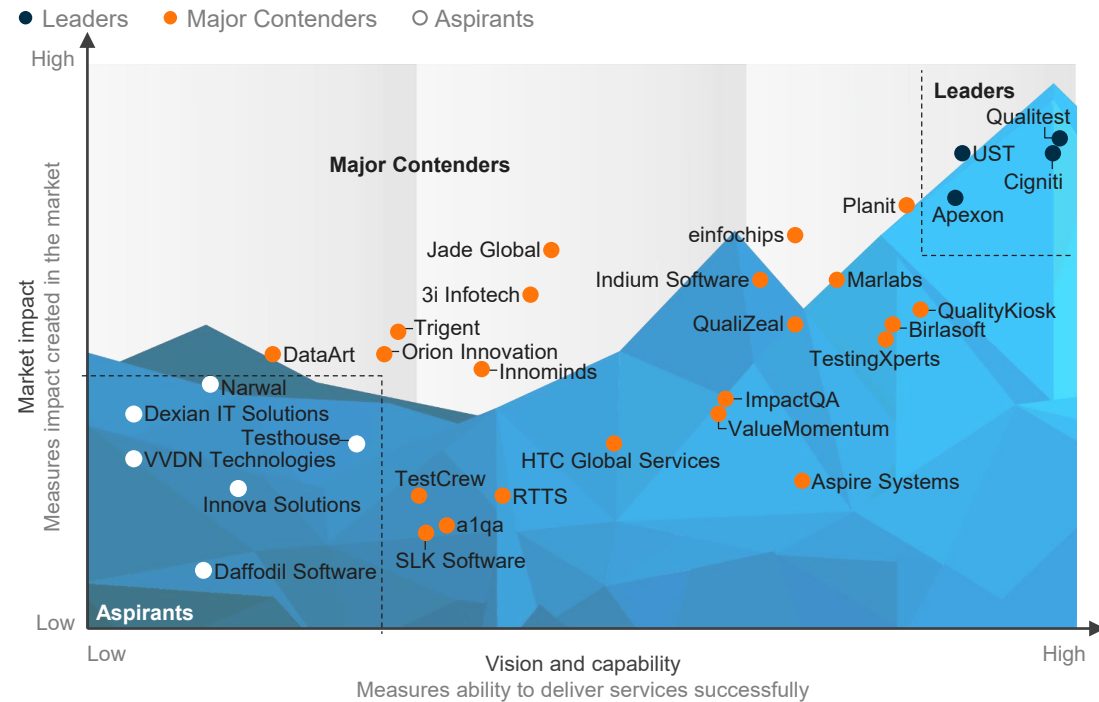
### Service provider characteristics

- Leaders lead with a forward-looking vision and dedicated strategies to deliver application management services to mid-market enterprises through a targeted Got-to-market (GTM) strategy, supported by their vast portfolio of service offerings
- Major Contenders are driving focus on strengthening their services offerings through dedicated investments in IP development and partner network expansion, however their services portfolio and delivery capabilities are not as balanced as those of Leaders
- Aspirants are gradually increasing their investments to develop point solution and accelerators in focused areas, expand their partner network, and augment their services portfolio to contend with Leaders and Major Contenders

# This study offers four distinct chapters providing a deep dive into key aspects of Quality Engineering services market; below are three charts to illustrate the depth of the report

## Everest Group PEAK Matrix® Assessment 2024

### Everest Group Quality Engineering Services for Mid-market Enterprises PEAK Matrix® Assessment 2024<sup>1</sup>



<sup>1</sup> Assessments for DataArt and RTTS are based on Everest Group's estimates that leverages its proprietary data assets, service provider public disclosures, and interactions with buyers  
Source: Everest Group (2024)

## Capability assessment

### Illustrative example

Measure of capability: ○ Low ● High

Providers	Market impact				Vision and 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	○	○	●	○	●	○	○	●	○

## Everest Group's remarks on providers

### Illustrative example

Measure of capability: ○ Low ● High

Market impact				Vision and 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 robust delivery presence in Asia Pacific with multiple delivery centers in India, Australia, the Philippines, and China, enabling it to service client requirements efficiently
- It has a good number of multi-country as well as single-country clients across the world

### Limitations

- Provider 1 should increase offerings of value-added services such as employer branding, talent communities and workforce planning
- It should try to expand into larger multi-country deals and also scout for engagements in other Asia Pacific markets to strengthen its presence in the region

# Research calendar

## Application Services

	Published	Current release	Planned
Reports title	Release date		
Achieving Optimization: A Transformed Approach to Application Transformation			June 2024
Generative AI Adoption in Application Services			June 2024
Quality Engineering (QE) as a Foundation for Sustainable IT			July 2024
Enabling Enterprises to Scale Intelligent Automation (IA) with Gen AI			July 2024
Enabling Enterprises to Scale Intelligent Automation (IA) with Gen AI			August 2024
Building Future-ready Applications: How Low-code and Gen AI are Set to Transform Application Development			August 2024
Application Management Services for Mid-market Enterprises PEAK Matrix® Assessment 2024			September 2024
<a href="#">Quality Engineering (QE) Services for Mid-Market Enterprises PEAK Matrix® Assessment 2024</a>			October 2024
Transforming Business Processes with IT-OT Convergence			Q3 2024
Low-code Application Development Services PEAK Matrix® Assessment 2024 - Focus on Appian			Q4 2024
Low-code Application Development Services PEAK Matrix® Assessment 2024 - Focus on Power Apps			Q4 2024
Low-code Application Development Services PEAK Matrix® Assessment 2024 - Focus on Outsystems			Q4 2024
Quality Engineering (QE) Services for AI Applications and Systems PEAK Matrix® Assessment 2024			Q4 2024
Application Management Services PEAK Matrix® Assessment 2024			Q4 2024

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