Quality Engineering (QE) Services for AI Applications and Systems PEAK Matrix® Assessment 2024

October 2024: Complimentary Abstract / Table of Contents

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- ▶ Payment Integrity Solutions
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- ▶ Pricing Analytics as a Service
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- ▶ Retail and CPG
- ▶ 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
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Background of research

Enterprises are adopting AI in their technology landscape faster than ever. Given the ever-evolving nature and complexity of AI applications and systems, quality of the applications and systems is something that enterprises want to focus on to ensure that their business objectives are met, and it aids their growth. Service providers with inventive solutions, accelerators, and strong advisory capabilities can efficiently guide these enterprises through their quality objectives in their AI-led transformation journey.

In this research, we present an assessment and detailed profiles of 21 service providers featured on the QE Services for AI Applications and Systems 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 QE services market.

This report includes the profiles of the following 21 leading quality engineering service providers featured on the Quality Engineering Services for AI Applications and Systems PEAK Matrix®:

- **Leaders:** Capgemini, Cognizant, IBM, Qualitest, TCS, Tech Mahindra, Wipro

- **Major Contenders:** Birlasoft, Cigniti, einfochips, Indium Software, Innominds, LTIMindtree, Mphasis, Planit, QualiZeal, TestingXperts

- **Aspirants:** HTC Global Services, QASource, SLK Software, Trigent

Scope of this report

Geography: global

Industry: Market activity and investments of 21 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 21 service providers featured on the Quality Engineering (QE) Services for AI Applications and Systems 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 quality engineering services market.

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

Everest Group's Quality Engineering (QE) Services for AI Applications and Systems PEAK Matrix® Assessment 2024

- This report includes the profiles of the following 21 leading service providers featured on the Quality Engineering Services for AI Applications and Systems PEAK Matrix:
  - **Leaders:** Capgemini, Cognizant, IBM, Qualitest, TCS, Tech Mahindra, Wipro
  - **Major Contenders:** Birlasoft, Cigniti, einfochips, Indium Software, Innominds, LTIMindtree, Mphasis, Planit, QualiZeal, TestingXperts
  - **Aspirants:** HTC Global Services, QASource, SLK Software, Trigent
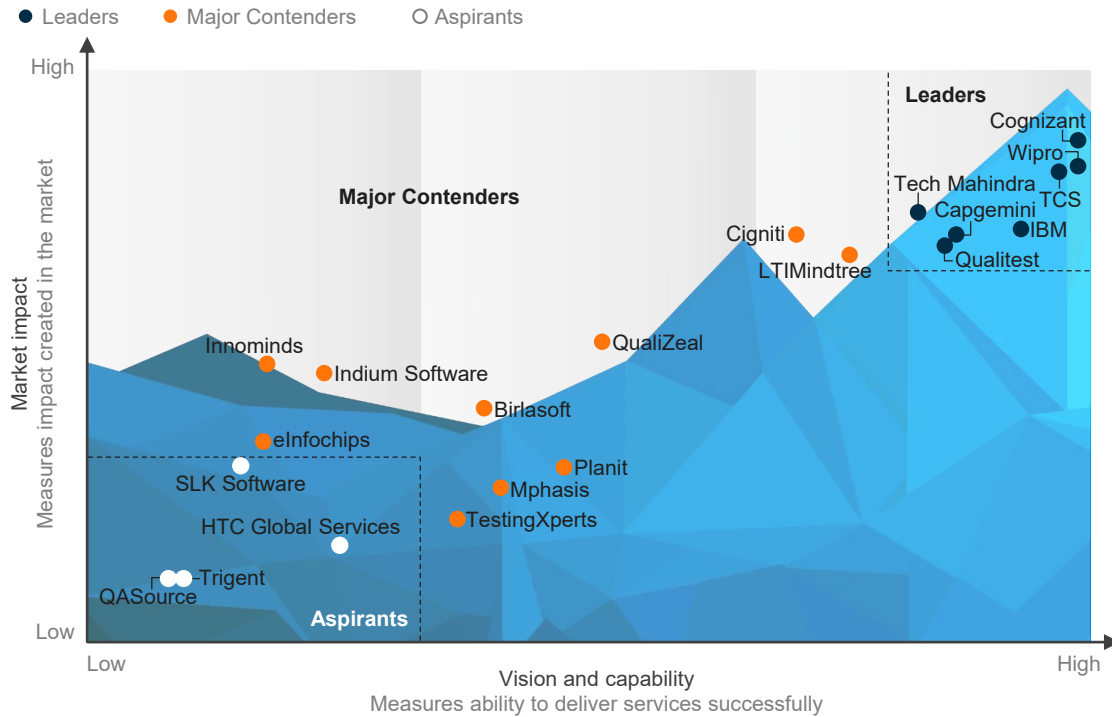
Service provider characteristics

- Leaders lead with a forward-looking vision and dedicated strategies to deliver quality engineering services for AI applications and systems 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

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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 (QE) Services for AI Applications and Systems PEAK Matrix® Assessment 2024[1,2]

● Leaders   ● Major Contenders   ○ Aspirants

High — Market impact
Measures impact created in the market

Leaders
- Cognizant
- Wipro
- Tech Mahindra
- TCS
- Capgemini
- IBM
- Qualitest
- Cigniti
- LTIMindtree

Major Contenders
- QualiZeal
- Innominds
- Indium Software
- Birlasoft
- eInfochips
- Planit
- Mphasis
- TestingXperts

Aspirants
- SLK Software
- HTC Global Services
- Trigent
- QASource

Low → High
Vision and capability
Measures ability to deliver services successfully

1 Assessments for QASource of service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with buyers
2 Cigniti, a Coforge Company has been acquired by Coforge. The assessment considers only Cigniti's QE capabilities and offerings
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
- Clients appreciate the thought leadership that provider brings in the engagements that enables them to progress in their AI endeavors better
- Provider has expertise in delivering large-scale QE services for every stack of AI applications and systems across services for data assurance, model training and validation, and functional and non-functional testing of AI applications and systems

Limitations
- Enterprise clients expect improvement in project management as well as seamless communication from provider during the QE services engagement
- While clients applaud its deep technical expertise, they suggest some industry-specific knowledge in the engagements would add more value

Research calendar

Application Services

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
Low-code Application Development Services PEAK Matrix® Assessment 2024 – Focus on Appian	September 2024
Low-code Application Development Services PEAK Matrix® Assessment 2024 – Focus on Power Apps	September 2024
Low-code Application Development Services PEAK Matrix® Assessment 2024 – Focus on Outsystems	September 2024
Quality Engineering (QE) Services for Mid-Market Enterprises PEAK Matrix® Assessment 2024	October 2024
Transforming Business Processes with IT-OT Convergence	October 2024
Quality Engineering (QE) Services for AI Applications and Systems PEAK Matrix® Assessment 2024	October 2024
Application Management Services PEAK Matrix® Assessment 2024	Q4 2024

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