



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

October 2024: Complimentary Abstract / Table of Contents

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- ▶ Insurance Business Process
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- ▶ Payer and Provider Information Technology
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- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
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- ▶ Rewards and Recognition
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- ▶ Service Optimization Technologies
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For more information on this and other research published by Everest Group, please contact us:

Alisha Mittal, Vice President

Ankit Gupta, Practice Director

Swati Ganesh, Senior Analyst

Ankit Nath, Senior Analyst

Aditi Ushir, Senior Analyst

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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, infochips, 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, infochips, Indium Software, Innominds, LTIMindtree, Mphasis, Planit, QualiZeal, TestingXperts
 - **Aspirants:** HTC Global Services, QASource, SLK Software, Trigent

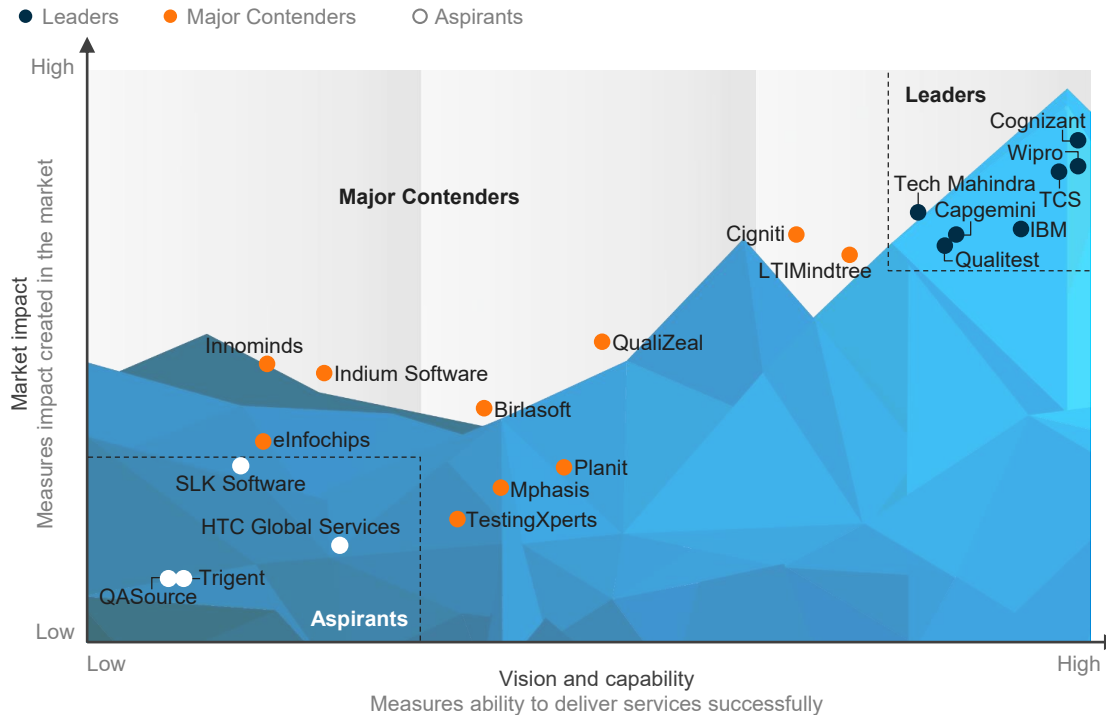
Service provider characteristics

- 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

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}



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 insurance 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

	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
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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Stay connected

Dallas (Headquarters)

info@everestgrp.com

+1-214-451-3000

Bangalore

india@everestgrp.com

+91-80-61463500

Delhi

india@everestgrp.com

+91-124-496-1000

London

unitedkingdom@everestgrp.com

+44-207-129-1318

Toronto

canada@everestgrp.com

+1-214-451-3000

Website

everestgrp.com

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everestgrp.com/blog

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