# Connected Product Engineering Services – Provider Compendium 2024

June 2024: Complimentary Abstract / Table of Contents

Provider Compendium
Engineering Research and Development

Everest Group®

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- Revenue Cycle Management
- Rewards and Recognition
- SAP Services
- Service Optimization Technologies
- Software Product Engineering Services
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- Sustainability Technology and Services
- Talent Genius™
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# Background and introduction of the research

The recent advances in technology have led to a massive digital wave in the engineering world, wherein physical products are being enhanced by making them smarter, connected, autonomous, and intelligent. To cater to the evolving customer needs and provide a rich customer experience, enterprises are making significant investments in next-generation technologies such as AI/ML, AR/VR, 5G, blockchain, IoT, and cybersecurity, which serve as the backbone of digital products. However, the rapid pace of innovation and the need to stay ahead of market trends in this current space necessitates the need to establish a compelling partnership ecosystem that can help enterprises accelerate time-to-market. To cater to this growing demand from enterprises, engineering service providers are actively enhancing their capabilities and offerings to unlock the potential of data from connected products, integrate multiple technologies for better user experience, and ultimately engineer technologically sound digital products.

This research is the first edition of Everest Group's **Connected Product Engineering Services – Provider Compendium**, wherein we have presented an assessment of 21 engineering service providers featured on the Connected Product Engineering Services PEAK Matrix®.

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 calendar year 2023, interactions with leading connected product engineering services providers, client reference checks, and an ongoing analysis of the engineering services market.

This report includes the profiles of the following 21 leading engineering services providers: Accenture, Akkodis, Apexon, Capgemini, Cognizant, Cyient, eInfochips, GS Lab | GAVS, HCLTech, Infosys, LTTS, N-iX, Onward Technologies, Randstad Digital, Softdel, Tata Elxsi, TCS, Tech Mahindra, UST, VVDN Technologies, and Wipro
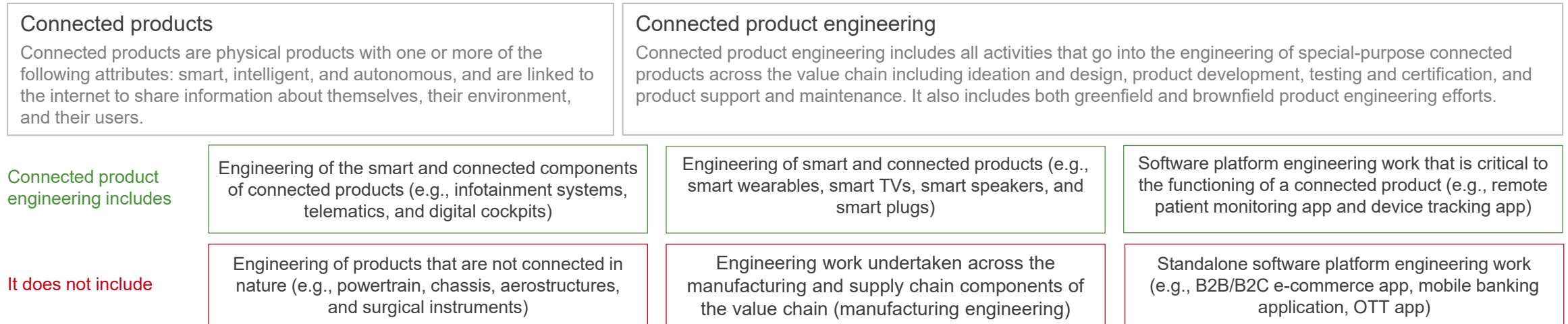
## Scope of this report

**Geography:** Global

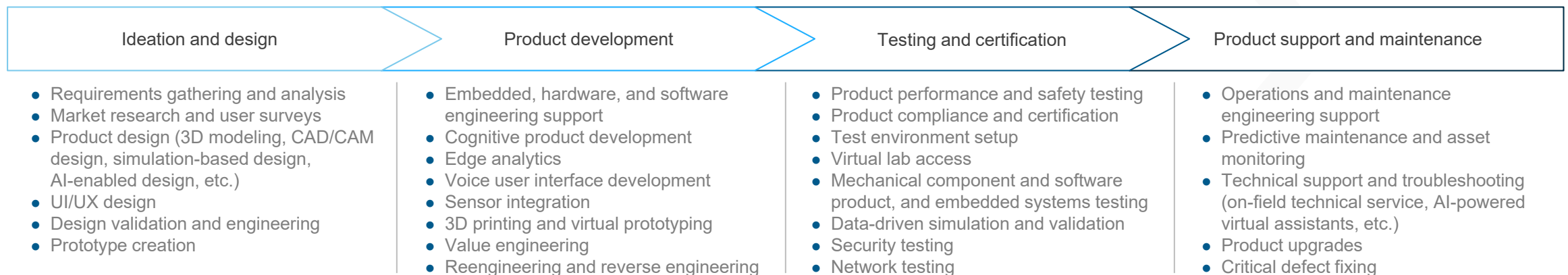**Industry:** 21 leading engineering service providers

**Services:** Connected product engineering services

# The report focuses on connected product engineering services and offers insights into prominent providers operating in this space

| Connected products | Connected product engineering |
|---|---|
| Connected products are physical products with one or more of the following attributes: smart, intelligent, and autonomous, and are linked to the internet to share information about themselves, their environment, and their users. | Connected product engineering includes all activities that go into the engineering of special-purpose connected products across the value chain including ideation and design, product development, testing and certification, and product support and maintenance. It also includes both greenfield and brownfield product engineering efforts. |

**Connected product engineering includes**

| Engineering of the smart and connected components of connected products (e.g., infotainment systems, telematics, and digital cockpits) | Engineering of smart and connected products (e.g., smart wearables, smart TVs, smart speakers, and smart plugs) | Software platform engineering work that is critical to the functioning of a connected product (e.g., remote patient monitoring app and device tracking app) |
|---|---|---|

**It does not include**

| Engineering of products that are not connected in nature (e.g., powertrain, chassis, aerostructures, and surgical instruments) | Engineering work undertaken across the manufacturing and supply chain components of the value chain (manufacturing engineering) | Standalone software platform engineering work (e.g., B2B/B2C e-commerce app, mobile banking application, OTT app) |
|---|---|---|

## Connected product engineering services value chain

| Ideation and design | Product development | Testing and certification | Product support and maintenance |
|---|---|---|---|
| • Requirements gathering and analysis<br>• Market research and user surveys<br>• Product design (3D modeling, CAD/CAM design, simulation-based design, AI-enabled design, etc.)<br>• UI/UX design<br>• Design validation and engineering<br>• Prototype creation | • Embedded, hardware, and software engineering support<br>• Cognitive product development<br>• Edge analytics<br>• Voice user interface development<br>• Sensor integration<br>• 3D printing and virtual prototyping<br>• Value engineering<br>• Reengineering and reverse engineering | • Product performance and safety testing<br>• Product compliance and certification<br>• Test environment setup<br>• Virtual lab access<br>• Mechanical component and software product, and embedded systems testing<br>• Data-driven simulation and validation<br>• Security testing<br>• Network testing | • Operations and maintenance engineering support<br>• Predictive maintenance and asset monitoring<br>• Technical support and troubleshooting (on-field technical service, AI-powered virtual assistants, etc.)<br>• Product upgrades<br>• Critical defect fixing |

# The connected product engineering service provider compendium report has profiles and buyer case studies for 21 leading engineering service providers

# Research calendar

Engineering Research and Development

Published     **Current release**     Planned

| Reports title | Release date |
|---|---|
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| Interlude to Triumph : 5G Engineering Services State of the Market Report 2024 | February 2024 |
| ACES Automotive Engineering Services State of the Market 2023 | March 2024 |
| Making Brownfield Factories Smarter and Greener | April 2024 |
| Connected Product Engineering Services PEAK Matrix® Assessment 2024 | May 2024 |
| Connected Product Engineering Services – Provider Compendium 2024 | June 2024 |
| ER&D Services Enterprise Pulse | Q2 2024 |
| Connected Product Engineering Services State of the Market 2024 | Q2 2024 |
| Engineering Services Top 50 2024 | Q3 2024 |
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