

Everest Group

PEAKTM
M A T R I X

GLOBAL PREVIEW

P E R F O R M A N C E
E X P E R I E N C E
A B I L I T Y
K N O W L E D G E

2017 GLOBAL PREVIEW



Independent Testing Services Service Providers' Assessment

Analyst Panel

Gunjan Gupta

Yugal Joshi

Alisha Mittal

Siddharth Muzumdar

Chirajeet Sengupta

Koshika Sood

EGR-2017-4-GP-2170

 **Everest Group**
From **insight** to **action**.

2017 Global Preview

Everest Group PEAK Matrix for Independent Testing Services

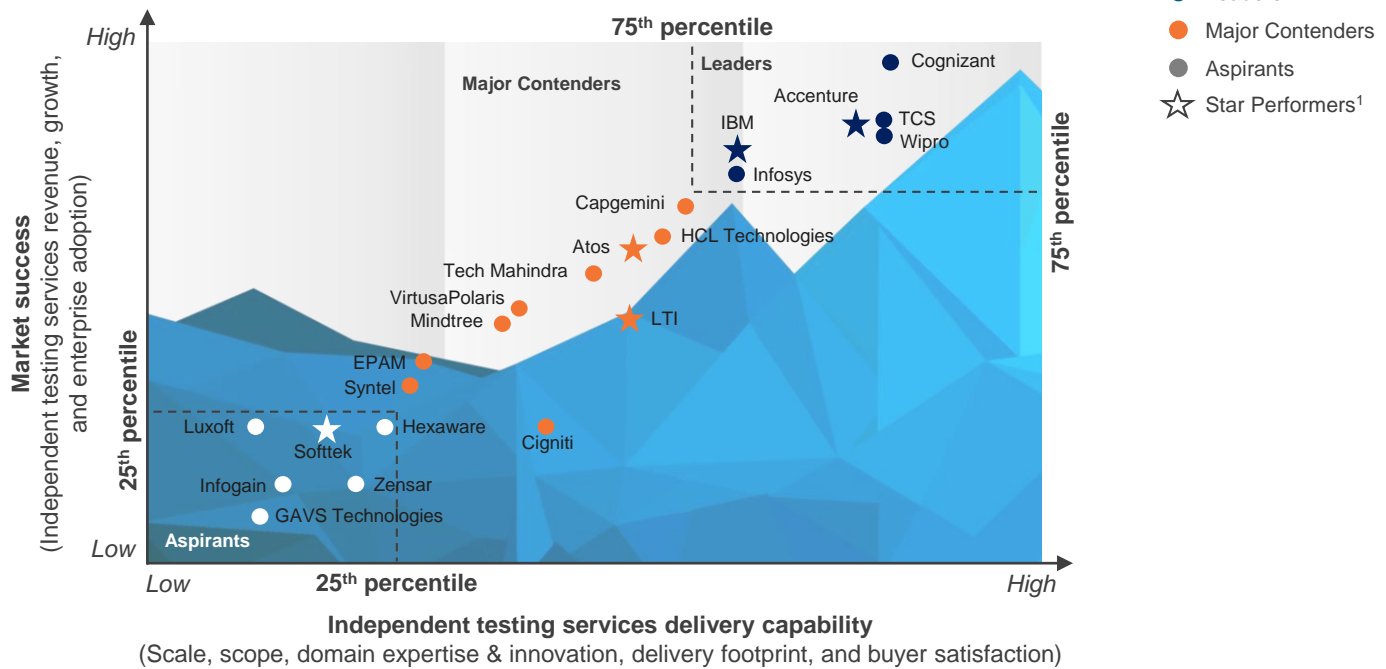
Announcing the 2017 Independent Testing Services Market Leaders

Accenture, Cognizant, IBM, Infosys, TCS, and Wipro are the Leaders on Everest Group's PEAK Matrix for independent testing services.

The 2017 PEAK Matrix for independent testing services is based on Everest Group's annual RFI process (conducted in Q1 2017), interaction with leading service providers, and year-round tracking of independent testing services providers.



Everest Group Performance | Experience | Ability | Knowledge (PEAK) Matrix for independent testing services



¹ Everest Group also identified five service providers as the "Independent Testing Services Star Performers 2017" – Accenture, Atos, IBM, LTI, and Softtek. This was based on the relative Year-on-Year (YoY) movement of different service providers on the PEAK Matrix.

Methodology

The PEAK Matrix is a framework to assess the relative market success and overall capability of service providers. Service providers are positioned on the PEAK Matrix based on evaluation across two key dimensions

- Market success measured by the independent testing services revenue, growth, and deal adoption
- Delivery capability measured by independent testing services scale, scope, domain expertise and innovation, delivery footprint, and buyer satisfaction

2017 Global Preview

Independent Testing Services Service Provider Assessment

Independent testing services assessment dashboard

Measure of capability: ● Best in class ● Very high ● High ● Medium high ● Medium ● Medium low ● Low ● Not matured

Service provider	Delivery capability					Overall delivery capability	Market success
	Scale	Scope	Domain expertise and innovation	Delivery footprint	Buyer satisfaction		
Accenture	●	●	●	●	●	●	●
Atos	●	●	●	●	●	●	●
Capgemini	●	●	●	●	●	●	●
Cigniti	●	●	●	●	●	●	●
Cognizant	●	●	●	●	●	●	●
EPAM	●	●	●	●	●	●	●
GAVS Technologies	●	●	●	●	●	●	●
HCL Technologies	●	●	●	●	●	●	●
Hexaware	●	●	●	●	●	●	●
IBM	●	●	●	●	●	●	●
Infogain	●	●	●	●	●	●	●
Infosys	●	●	●	●	●	●	●
LTI	●	●	●	●	●	●	●
Luxoft	●	●	●	●	●	●	●
Mindtree	●	●	●	●	●	●	●
Softtek	●	●	●	●	●	●	●
Syntel	●	●	●	●	●	●	●
TCS	●	●	●	●	●	●	●
Tech Mahindra	●	●	●	●	●	●	●
VirtusaPolaris	●	●	●	●	●	●	●
Wipro	●	●	●	●	●	●	●
Zensar	●	●	●	●	●	●	●

“ In a digital environment where Agile and DevOps are becoming de facto delivery models, the Quality Assurance (QA) function is undergoing a fundamental change. Enterprises expect their QA organizations to deliver business assurance outcomes through the use of intelligent, platform-based solutions. Service providers will need to invest in an automation-led, ecosystem-driven approach for QA to orchestrate business outcomes.

– Chirajeet Sengupta, Partner

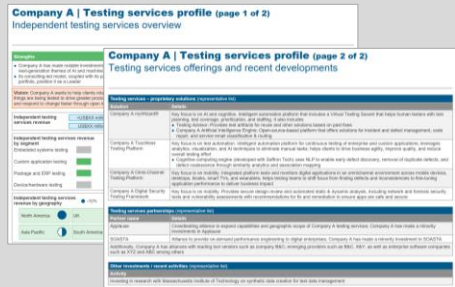


Additional Information

More details on the full report

The 88-page report, **Independent Testing Services – PEAK Matrix™ Assessment & Profiles Compendium: “Reports of QA’s Death are not Exaggerated”**, maps 22 leading service providers on the Everest Group PEAK Matrix for independent testing services and includes detailed profiles of these service providers. This report is available for purchase:

<http://www2.everestgrp.com/reports/EGR-2017-4-R-2170>



Other application and digital services offerings

Publications

- Customer (Dis)Satisfaction: Why Are Enterprises Unhappy with Their Service Providers?
- Independent Testing Services – Market Trends and PEAK Matrix™ Assessment & Profiles Compendium (2016)

Custom services

- Strategic engagement review
- Price and service level benchmarking
- Competitive assessment
- Market opportunity assessment

Our global services research offerings

- ▶ **Market Vista**
Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available
- ▶ **Application Services**
- ▶ **BPS | Banking Financial Services**
- ▶ **BPS | Healthcare & Life Sciences**
- ▶ **BPS | Insurance**
- ▶ **Catalyst™**
- ▶ **Cloud & Infrastructure**
- ▶ **Contact Center**
- ▶ **Digital Services**
- ▶ **Engineering Services**
- ▶ **Finance & Accounting**
- ▶ **Human Resources**
- ▶ **ITS | BFSI***
- ▶ **ITS | Healthcare & Life Sciences**
- ▶ **IT Services Forecaster™**
- ▶ **Locations Insider™**
- ▶ **PricePoint™**
- ▶ **Procurement**
- ▶ **Recruitment & Talent Acquisition**
- ▶ **Service Optimization Technologies**
- ▶ **Transaction Intelligence**

Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

Subscription information

- The full report is included in the following subscription(s)
– **BFS BPS, HLS BPS, FAO, HRO, Insurance BPS, PO, RTA**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
- If you want to learn whether your organization has a subscription agreement or request information on pricing and subscription options, please contact us



Corporate Headquarters
Office: +1-214-451-3000
info@everestgrp.com



European Headquarters
Office: +44-207-129-1318
unitedkingdom@everestgrp.com



Delhi Office
Office: +91-124-284-1000
india@everestgrp.com

* Banking, financial services, and insurance

For more information about Everest Group, please contact:
+1-214-451-3000 | info@everestgrp.com

www.everestgrp.com | research.everestgrp.com | www.sherpasinblueshirts.com