

Everest Group

**PEAK**<sup>TM</sup>  
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

2016 GLOBAL PREVIEW



## Application and Digital Services: Independent Testing Services Providers' Assessment

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

# 2016 Global Preview

## Everest Group PEAK Matrix for ADS

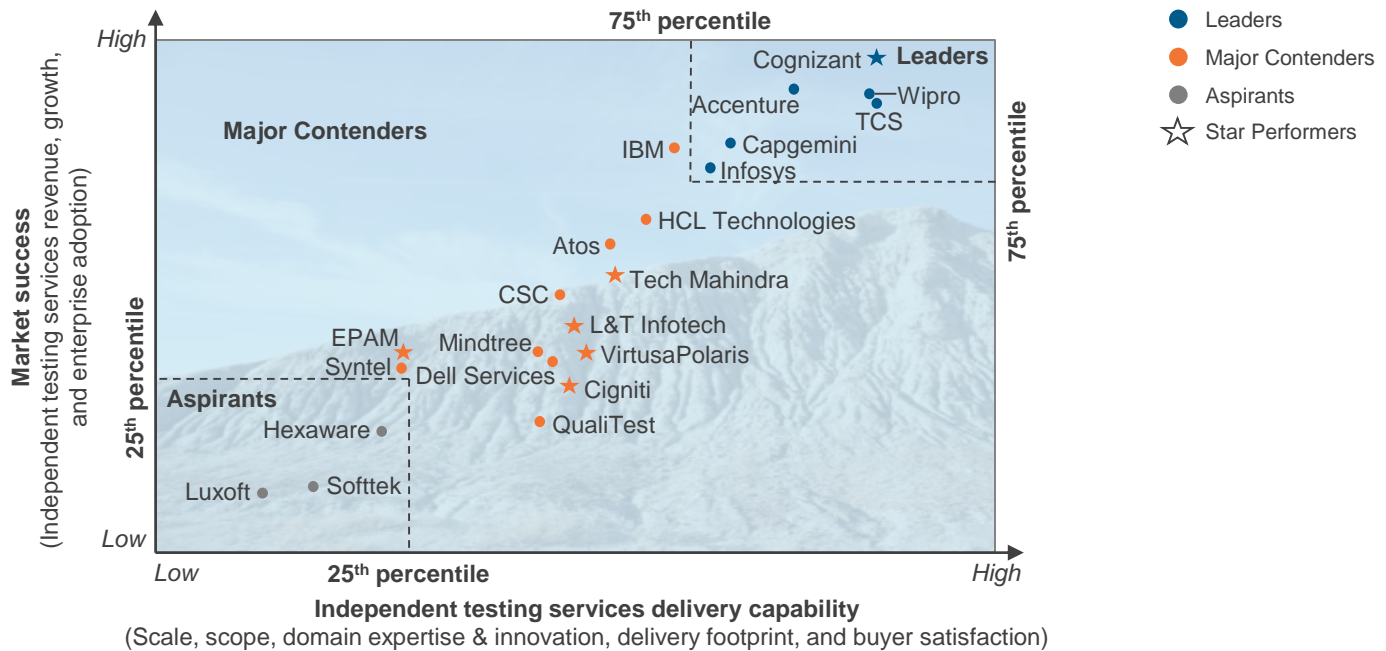
### Announcing the 2016 Independent Testing Services Market Leaders

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

The 2016 PEAK Matrix for independent testing services is based on Everest Group's annual RFI process (conducted in Q1 2016), 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



Everest Group also identified six service providers as the “2016 Independent Testing Services Market Star Performers” – **Cognizant, Tech Mahindra, L&T Infotech, EPAM, VirtusaPolaris, and Cigniti**. This was based on the relative year-over-year movement of different service providers on the PEAK Matrix.

- Note 1: Assessment for Capgemini and IBM excludes service provider inputs on this particular study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these providers, service provider public disclosures, and interaction with buyers.
- Note 2: Capgemini acquired IGATE in April 2015 and the assessment covers the combined capabilities of the companies. The assessment for CSC excludes the company's erstwhile North American public sector business, which has been merged with SRA International to form CSRA Inc.

### 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

# 2016 Global Preview

## Everest Group PEAK Matrix for ADS

### 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	●	●	●	●	●	●	●
CSC	●	●	●	●	●	●	●
Dell Services	●	●	●	●	●	●	●
EPAM	●	●	●	●	●	●	●
HCL Technologies	●	●	●	●	●	●	●
Hexaware	●	●	●	●	●	●	●
IBM	●	●	●	●	●	●	●
Infosys	●	●	●	●	●	●	●
L&T Infotech	●	●	●	●	●	●	●
Luxoft	●	●	●	●	●	●	●
Mindtree	●	●	●	●	●	●	●
QualiTest	●	●	●	●	●	●	●
Softtek	●	●	●	●	●	●	●
Syntel	●	●	●	●	●	●	●
TCS	●	●	●	●	●	●	●
Tech Mahindra	●	●	●	●	●	●	●
VirtusaPolaris	●	●	●	●	●	●	●
Wipro	●	●	●	●	●	●	●



With enterprises aspiring to be digital, quality assurance is not perceived as a fringe cost burden but as a key element of the digital journey. Enterprises expecting their providers to address the rapidly evolving technology landscape might be discontented with the pace of innovation from those providers. Service providers need to develop comprehensive offerings not just in the testing space but also in the digital environment. They will need to embrace newer engagement models and innovate on newer technologies in this connected ecosystem to deliver seamless experiences to their consumers.

– Chirajeet Sengupta, Vice President

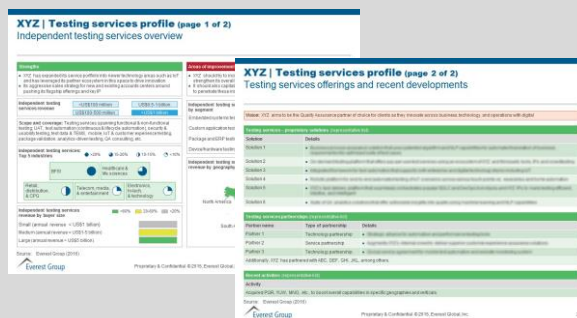


# Additional Information

## More details on the full report

The 85-page report, **Independent Testing Services – Market Trends and PEAK Matrix™ Assessment & Profiles Compendium 2016**, 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:

<https://research.everestgrp.com/Product/EGR-2016-4-R-1776>



## Other ADS offerings

### Publications

- Testing Services Market Update 2015 – Digital Testing, Buyers Beware!
- Independent Testing Services – PEAK Matrix™ Assessment and Profile Compendium 2015

### 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
- ▶ **BFSI' Information Technology**
- ▶ **BFSI' Business Process**
- ▶ **Healthcare & Life Sciences**
- ▶ **Application & Digital**
- ▶ **Cloud & Infrastructure**
- ▶ **Global Sourcing**
- ▶ **Locations Insider™**
- ▶ **Service Optimization Technologies**
- ▶ **PricePoint™**
- ▶ **Finance & Accounting**
- ▶ **Procurement**
- ▶ **Human Resources**
- ▶ **Recruitment & Talent Acquisition**
- ▶ **Contact Center**
- ▶ **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
- Others | Market intelligence, service provider capabilities, technologies, contract assessment

### Subscription information

- The full report is included in the following subscription(s) – **Application & Digital Services**
- 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



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