



# Everest Group Quality Engineering (QE) Specialist Services PEAK Matrix® Assessment 2023

Focus on Cigniti  
September 2023



## Introduction

In today's dynamic business landscape, enterprise technology landscape is rapidly evolving with software products taking center stage. The need for faster time-to-market has become imperative, driving frequent releases and the adoption of both shift-left and shift-right approaches. Quality engineering now holds heightened importance, as expectations for superior products soar. To support enterprises in their journey toward quality transformation, service providers are channeling investments into innovation and enhanced capabilities.

In this research, we present an assessment of 24 quality engineering service providers featured on the [Quality Engineering \(QE\) Specialist Services PEAK Matrix® Assessment 2023](#). 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 quality engineering service providers, client reference checks, and an ongoing analysis of the quality engineering services market.

**The full report includes the profiles of the following 24 leading quality engineering service providers featured on the PEAK Matrix:**

- **Leaders:** Cigniti, Coforge, Nous Infosystems, Qualitest, and QualityKiosk
- **Major Contenders:** a1qa, Apexon, DataArt, eInfochips, ImpactQA, Jade Global, Marlabs, Planit, QualiZeal, RTTS, SLK Software, TestingXperts, Trigent, and ValueMomentum
- **Aspirants:** QASource, QualityLogic, TestCrew, Testhouse, and TO THE NEW

### Scope of this report



**Geography**  
Global



**Providers**  
24 leading QE specialist  
service providers



**Services**  
Quality engineering  
services

# Quality Engineering (QE) specialist services PEAK Matrix® characteristics

## Leaders

Cigniti, Coforge, Nous Infosystems, Qualitest, and QualityKiosk

- Leaders have a superior vision for quality engineering services and have gained significant mindshare among enterprises due to the depth and breadth of their service portfolio and delivery capabilities spread across high-growth markets
- Leaders in this category have a strong delivery capability and a proven track record of delivering successful quality engineering projects across different industries and geographies. They have well-defined delivery models, processes, and tools to ensure efficient and effective project execution. They also have a strong partner ecosystem to leverage the latest technologies and accelerate innovation

## Major Contenders

a1qa, Apexon, DataArt, eInfochips, ImpactQA, Jade Global, Marlabs, Planit, QualiZeal, RTTS, SLK Software, TestingXperts, Trigent, and ValueMomentum

- Major Contenders are making continued investments in developing the talent and partnerships required to accelerate the time-to-market for their clients; their leadership commitment and commercial flexibility act as strong differentiators
- They have exhibited strong industry credentials for delivering quality engineering engagements, making them strong contenders to Leaders
- While these service providers have developed meaningful solutions to deliver quality engineering services, their service portfolios and delivery capabilities are not as comprehensive and balanced as those of Leaders

## Aspirants

QASource, QualityLogic, TestCrew, Testhouse, and TO THE NEW

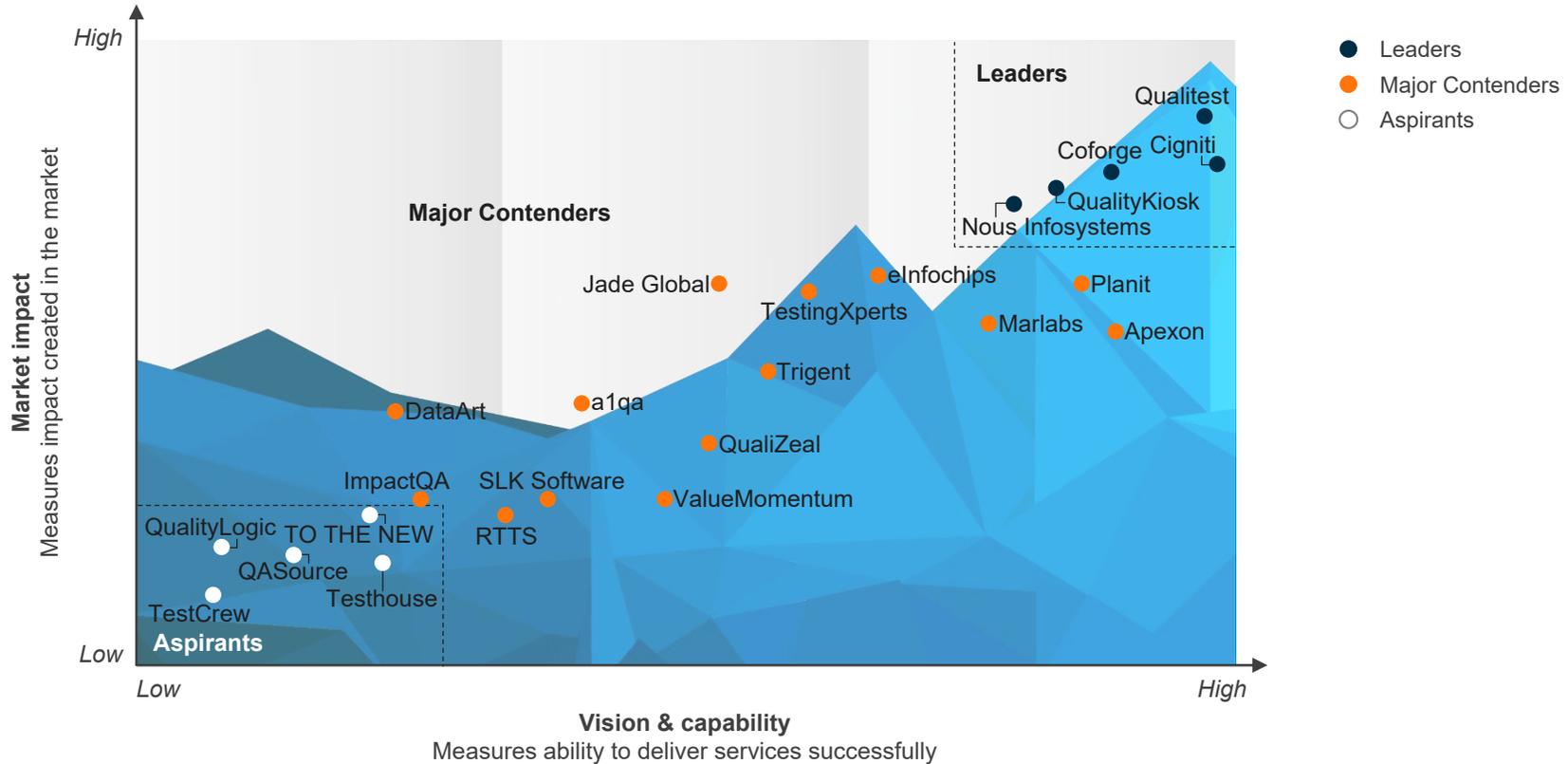
- Aspirants have a limited market presence but are expanding their footprint and capabilities. They are looking to grow and diversify their customer base and continuously improve their services to meet client needs
- They need to invest in enhancing their partnerships with technology providers and focus on talent development initiatives to build a strong resource pool with advanced skill sets

# Everest Group PEAK Matrix®

## Quality Engineering (QE) Specialist Services PEAK Matrix® Assessment 2023 |

### Cigniti is positioned as a Leader

#### Everest Group Quality Engineering (QE) Specialist Services PEAK Matrix® Assessment 2023<sup>1</sup>



<sup>1</sup> Assessments for ImpactQA, QASource, QualityLogic, RTTS, and TestCrew excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers  
Source: Everest Group (2023)

# Cigniti profile (page 1 of 4)

## Overview

### Vision:

Cigniti is a leading AI and IP-led digital assurance and engineering services company that helps global companies across industries continuously accelerate their digital transformation and become digital-first organizations. It offers independent quality engineering and a wide range of software testing services and solutions for next-generation enterprises and Independent Software Vendors (ISVs) across the globe. It implements enhanced software testing methodologies and applications, a testing Center of Excellence (CoE), IP, and world-class software testing labs to deliver on the promise of quality engineering, quality assurance, and digital assurance. Its quality engineering services ensure that testing shifts left and begins way ahead in the overall Software Development Lifecycle (SDLC), ensuring maximum test coverage and quality.

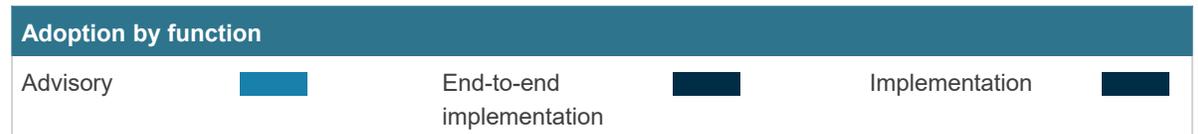
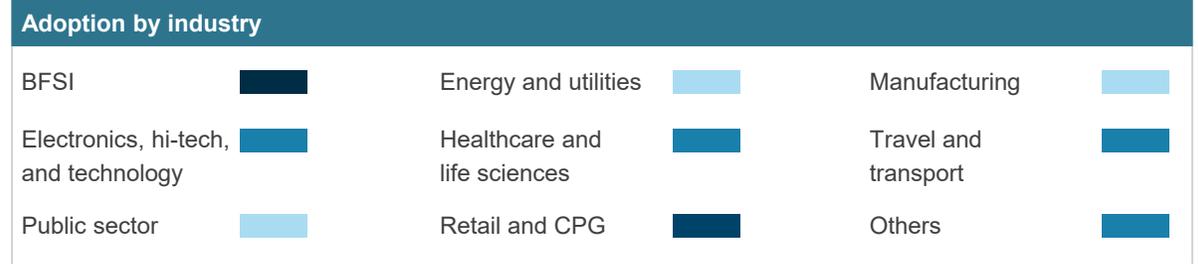
### Scope of services:

Cigniti’s quality engineering services cover: digital assurance (AI and ML validation, RPA, blockchain, IoT, and 5G assurance), quality engineering (DevOps, DevSecOps, and TestOps), enterprise application assurance, test management services (test data management, service virtualization, and agile testing) and advisory and transformation services.

### QE services revenue



Low (<10%) Medium (10-20%) High (>20%)



## Cigniti profile (page 2 of 4)

### Offerings

#### Proprietary solutions for QE services (representative list)

Solution name	Details
BlueSwan™ Platform	Cigniti's next-generation software testing platform has different components within it such as VERITA, VELOCITA, CESTA, PRAXIA, PRUDENTIA, CESA, iNSta, and INCIGHT.
BlueSwan™ – Prudentia	Prudentia is a component of Cigniti's BlueSwan™ QE platform. It is a model-based testing tool that automatically generates software testing procedures using models of systems requirements and behavior.
BlueSwan™ – Verita	It is a component of Cigniti's BlueSwan™ QE platform with predict capabilities. It can analyze data and provide data from descriptive, diagnostic, predictive, and prescriptive viewpoints.
BlueSwan™ – Velocita	It is a component of Cigniti's BlueSwan™ QE platform. It is a test automation accelerator for desktop, web, mobile, COTS, ERP, and digital applications. It delivers automation, web services, and performance test accelerators for mobile, web, and desktop applications.
BlueSwan™ – iNSta	It is an AI-based scriptless test automation platform that enables the building of production-grade test automation suites. It provides a test design studio that aids reusable test asset development.

#### QE services partnerships (representative list)

Partner name	Details
Broadcom	The Broadcom partnership has helped Cigniti develop a unified test data management solution that enables continuous automation, shift-left defect identification, and faster test data creation while demonstrating compliance with regulatory requirements. This coupled with Cigniti's next-generation data assurance expertise offers maximum benefits in terms of cost, compliance, and security.
Tricentis	This strategic partnership offers a fundamentally different way for software testing that helps in accelerating digital transformation, application delivery, and cloud migration. This collaboration helps to automate, go codeless, and use the benefits of AI-powered intelligence, and provides a continuous testing platform that addresses agile development and complex enterprise applications, thereby increasing software delivery speed, reducing costs, and improving quality.
QuerySurge	This partnership provides a smart data testing solution that automates the data validation and ETL testing of big data, data warehouses, business intelligence reports, and enterprise applications with full DevOps functionality for continuous testing.
Microfocus	Cigniti's Strategic Gold partnership with Microfocus provides Application Delivery Management (ADM) solutions to support integration, automation, and collaboration, enabling organizations to achieve consistent speed and quality in software delivery. The collaboration enables functional testing for web, mobile, API, RPA, and enterprise application software, thereby increasing test coverage from the UI to the API.

#### QE services investments (representative list)

Investment name/ theme	Details
Labs	It invested in cutting-edge labs such as the Mobile Lab, Smart Robotics Lab, Smart Home Automation Lab, MedTech-Devices Lab, IoT and Smart Meter Lab, and Performance Testing Lab to accelerate and simplify the testing process for its clients.
Digital experience monitoring (5G lab)	It leverages analytics from human feedback to determine the quantification of user experience. This offering, along with Cigniti's partner-supported labs and ecosystem in 5G, would help clients to get their 5G apps ready to test drive and make release choices in line with the experience that end-users would have.
Block chain quality assurance platform	This is a quality assurance platform that offers the key capabilities of a blockchain (private and public) test rig to address functional, non-functional, and automation capabilities.
Cloud assurance platform	This is an integrated platform that addresses assurance themes and capabilities as well as cloud architecture and edge computing.

## Cigniti profile (page 3 of 4)

### Case studies

Case study 1	Test automation
<b>Client:</b> A UK-based retail bank	
<b>Business challenge</b> The client's goal was to replace traditional legacy banks with a faster and more seamless banking solution. It aimed to implement a branch-less banking solution using a Commercial Off-The-Shelf (COTS) application and redesign its existing legacy banking solution, which relied on COTS banking products, into a modern digital cloud-native banking solution. Additionally, the client sought to simplify the process of integrating various third-party technology suppliers into its new solution.	
<b>Solution</b> Cigniti implemented a microservices test strategy, component testing powered by service virtualization, contract testing by the provider teams at each unit test layer and implemented a unified test automation framework to automate contract, component, and integration testing of microservices.	
<b>Impact</b>	
<ul style="list-style-type: none"><li>• Ensured 100% microservices testing coverage at the component, contract, and integration level</li><li>• Developed more than 50 microservices that helped clients reduce the overall complexity with reduced cost of development and maintenance</li><li>• Increased the test coverage offered by component testing powered by service virtualization</li><li>• Ensured the early identification of future integration defects by verifying formats, schema, data types, etc.</li></ul>	

Case study 2	Traditional quality testing
<b>Client:</b> A US-based cruise line company	
<b>Business challenge</b> The client required a managed services provider to validate its tightly integrated technology systems targeted toward digitally savvy cruisers, throughout the entire customer journey. Its target was to ensure consistent customer experience across all devices. It also wanted to overcome delays in the development process, reduce automation backlogs, and decrease the release cycles.	
<b>Solution</b> Cigniti implemented the knowledge management framework, which helped in a quick ramp-up and training of new resources. It deployed testers well versed in agile methodologies, which helped reduce overall release time, and implemented Verita for transparent role-based reports and dashboards.	
<b>Impact</b>	
<ul style="list-style-type: none"><li>• Improved functional test coverage by 90%</li><li>• Achieved 80% test automation coverage across all systems</li><li>• Reduced defect leakage into production to 5%</li><li>• Standardized the Quality Assurance (QA) processes across all application groups</li></ul>	

## Cigniti profile (page 4 of 4)

### Everest Group assessment – Leader

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall

#### Strengths

- Clients will benefit from Cigniti’s comprehensive solution portfolio in the QE services space; this is further enhanced by Cigniti’s continued investments in solutions (such as BlueSwan) as well as its strong partnership network
- Enterprise clients appreciate the thought leadership and innovative problem-solving that Cigniti brings to its QE services engagements
- It has credible proof points around testing of next-generation technologies such as AI-ML, low-code/no-code, and IoT assurance, and is continuously investing in building depth in these areas

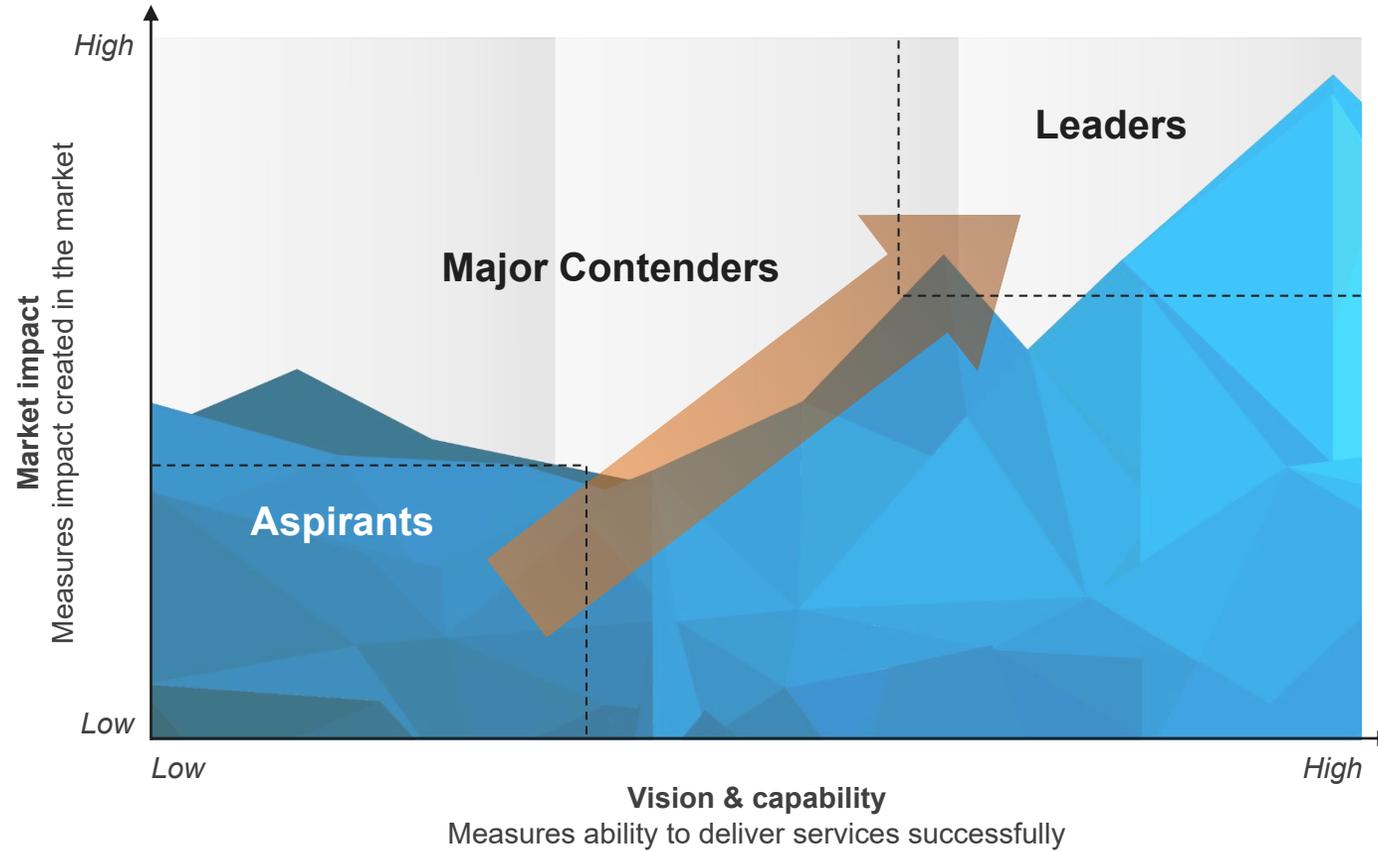
#### Limitations

- While Cigniti has demonstrated success in executing quality engineering engagements for small and midsize clients, there is limited proof point of delivering services for mega enterprise clients
- Cigniti can better optimize its onshore-offshore mix as the majority of its resources are highly concentrated in offshore locations, thus leading to low client proximity

# Appendix

# Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision & capability

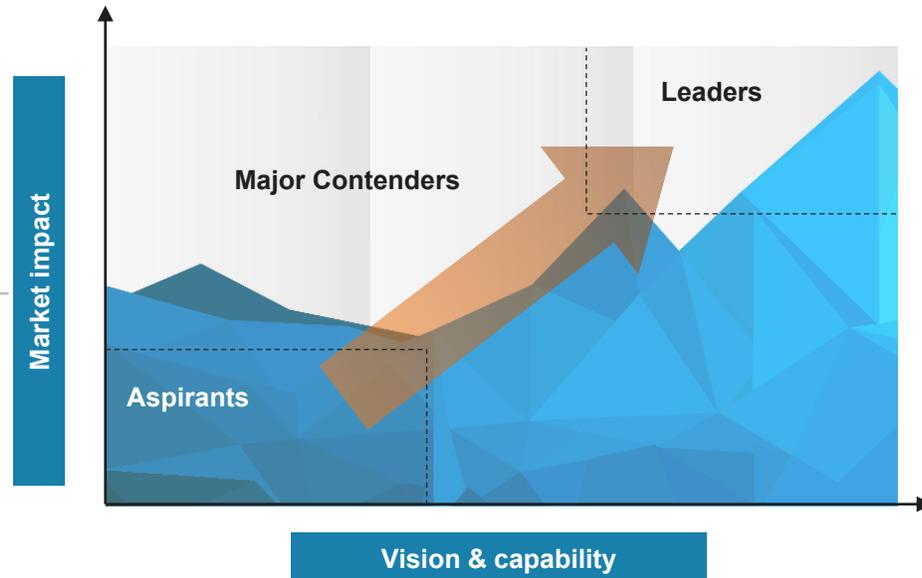
Everest Group PEAK Matrix



# Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

- Market adoption**  
Number of clients, revenue base, YoY growth, and deal value/volume
- Portfolio mix**  
Diversity of client/revenue base across geographies and type of engagements
- Value delivered**  
Value delivered to the client based on customer feedback and transformational impact



Measures ability to deliver services successfully. This is captured through four subdimensions

- Vision and strategy**  
Vision for the client and itself; future roadmap and strategy
- Scope of services offered**  
Depth and breadth of services portfolio across service subsegments/processes
- Innovation and investments**  
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, M&A, etc.
- Delivery footprint**  
Delivery footprint and global sourcing mix

# FAQs

## **Does the PEAK Matrix® assessment incorporate any subjective criteria?**

Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

## **Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?**

No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

## **What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?**

A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

## **What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?**

- Enterprise participants receive summary of key findings from the PEAK Matrix assessment
- For providers
  - The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
  - In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

## **What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?**

- Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:
  - Issue a press release declaring positioning; see our [citation policies](#)
  - Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
  - Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or [contact us](#)

## **Does the PEAK Matrix evaluation criteria change over a period of time?**

PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.



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With you on the journey

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