



Everest Group Enterprise Quality Engineering (QE) Services PEAK Matrix® Assessment 2025

Focus on Cognizant
November 2025

Introduction

In today's rapidly transforming business environment, enterprise technology is undergoing a profound evolution driven largely by AI, automation, and intelligent software ecosystems. Software products are now at the core of digital transformation agendas, pushing organizations to prioritize agility, responsiveness, and accelerated time-to-market. This shift has brought forth the widespread adoption of both shift-left and shift-right quality approaches, with continuous testing and real-time feedback loops becoming the norm.

As generative AI, agentic AI, and intelligent automation redefine the boundaries of software engineering, Quality Engineering (QE) has assumed a mission-critical role. The expectations for resilient, adaptive, and high-performing digital products have never been higher. In response, service providers are significantly ramping up their investments in proprietary IP, AI-infused platforms, and innovation labs to help enterprises navigate the complexities of next-generation quality transformation.

In the research, we present an assessment of 52 quality engineering service providers featured on the [Enterprise Quality Engineering \(QE\) Services PEAK Matrix® Assessment 2025](#). 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 2025, 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 52 leading quality engineering services providers featured on the Enterprise Quality Engineering (QE) Services PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Coforge, Cognizant, HCLTech, IBM, Infosys, LTIMindtree, Qualitest, TCS, Tech Mahindra, UST, and Wipro
- **Major Contenders:** a1qa, Altimetrik, Apexon, Ascendion, Aspire Systems, Birlasoft, Brillio, eInfochips, GlobalLogic, Happiest Minds, HTC Global Services, Indium Software, Infinite Computer Solutions, Innominds, Innova Solutions, Mphasis, Narwal, Planit, PwC, QBurst, QualityKiosk, QualiZeal, Softtek, Sonata Software, Sutherland, TestingXperts, ValueMomentum, Virtusa, VVDN Technologies, Xebia, and Zuci Systems
- **Aspirants:** 3i Infotech, Daffodil Software, Dexian, ImpactQA, Indexnine Technologies, Softdel, TestCrew, and Visionet Systems

Scope of this report

Geography: global

Industry: all industries

Services: quality engineering services

Use cases: multiple

Scope of the research

[NOT EXHAUSTIVE]

Services scope

Functional testing	Non-functional testing	QE advisory
Unit testing, integration testing, system testing, regression testing, acceptance testing, and API testing	Performance testing, security testing, compliance testing, usability testing, compatibility testing, and accessibility testing	QE maturity assessment, QE strategy formulation, and TCoE setup
Test automation		
AI- / Generative AI- / Agentic AI-enabled test automation and continuous testing		

Key areas covered

Custom applications		COTS applications		Phygital products and embedded systems	
Greenfield and brownfield custom applications, including legacy systems with monolithic architectures, and front-end, back-end, and middleware components for mobile, desktop, and web		Greenfield and brownfield COTS applications, including legacy enterprise platforms such as older versions of ERP, CRM, SCM, and HCM systems		Drones, gaming consoles, medical devices, smart wearables, wireless devices, and Point of Sale (PoS) systems	
Next-generation technologies					
Intelligent systems	Connected ecosystems	Extended reality	Decentralized ecosystem	Modern applications	Cloud applications

Key enterprise objectives

Efficiency	Evolution	Experience	Endurance
<ul style="list-style-type: none">• Reduced test cycle time• Increased automation coverage• Lower cost of quality	<ul style="list-style-type: none">• Faster feature rollout• Support for emerging/next-generation technology• Scalable quality infrastructure	<ul style="list-style-type: none">• Nil production defects• Enhanced digital reliability• Consistent user experience	<ul style="list-style-type: none">• Legacy system reliability• Continuous compliance assurance• Resilience under load

Quality Engineering (QE) enterprise services PEAK Matrix® characteristics

Leaders

Accenture, Capgemini, Coforge, Cognizant, HCLTech, IBM, Infosys, LTIMindtree, Qualitest, TCS, Tech Mahindra, UST, and Wipro

- 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 strong delivery capabilities 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, Altimetrik, Apexon, Ascendion, Aspire Systems, Birlasoft, Brillio, eInfochips, GlobalLogic, Happiest Minds, HTC Global Services, Indium Software, Infinite Computer Solutions, Innominds, Innova Solutions, Mphasis, Narwal, Planit, PwC, QBurst, QualityKiosk, QualiZeal, Softtek, Sonata Software, Sutherland, TestingXperts, ValueMomentum, Virtusa, VVDN Technologies, Xebia, and Zuci Systems

- 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 be 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

3i Infotech, Daffodil Software, Dexian, ImpactQA, Indexnine Technologies, Softdel, TestCrew, and Visionet Systems

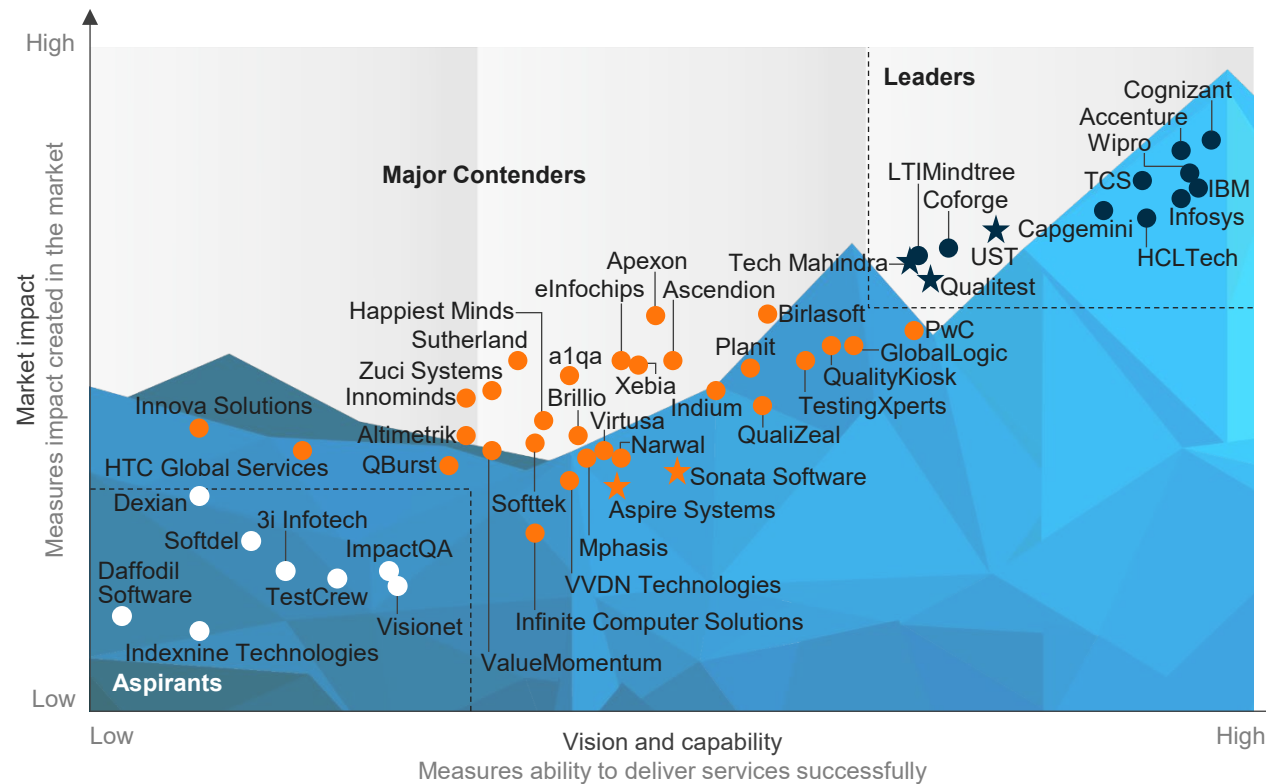
- Aspirants have a limited market presence but are expanding their footprint and capabilities. They are looking to grow and diversify their customer base and continuously improve their services to meet client needs
- They need to invest in enhancing their partnership with technology providers and focus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

Everest Group PEAK Matrix®

Enterprise Quality Engineering (QE) Services PEAK Matrix® Assessment 2025 | Cognizant is positioned as a Leader

Everest Group Enterprise Quality Engineering (QE) Services PEAK Matrix® Assessment 2025



- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers












Source: Everest Group (2025)

Cognizant

Everest Group assessment – Leader

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

- Enterprises in sectors such as Retail and Consumer Packaged Goods (RCPG) and healthcare can benefit from Cognizant’s industry experience and track record, making it an excellent choice for quality engineering services in these sectors
- Cognizant’s domain-specific accelerator, such as generative AI-enabled Guidewire Automation Scriptor, can be leveraged by enterprises operating in regulated or complex verticals such as BFSI, which deliver tailored quality engineering solutions optimized for these industries
- Enterprises can benefit from Cognizant’s suite of proprietary AI-powered quality engineering platforms, such as Cognizant Neuro® AI, Cognizant Flowsource™, Skygrade™, and the AI Lifecycle Assurance suite, that embed generative AI, agentic AI, and automation across the testing life cycle, increasing automation coverage, compressing release cycles, and testing LLMs

Limitations

- Given that most of Cognizant’s revenue comes from implementation-led delivery, and it has relatively fewer proof points/use cases in quality engineering advisory compared to its leading peers, enterprises prioritizing such engagements should carefully assess Cognizant’s approach and alignment with their strategic objectives before engagement
- Cognizant has limited proof points in delivering quality engineering engagements for clients based out of Asia Pacific and Middle East, as compared to its leading peers. Enterprises based out of these regions should evaluate their options thoroughly

Market trends

The next wave of quality engineering will be shaped by AI-led productivity and platformization, offset by skills and regulatory hurdles

Market size and growth

- The global quality engineering services market reached US\$75-77 billion in 2024, growing at a modest CAGR of 2-3%
- A major share of the quality engineering services market is held by broader and larger service providers, while specialist service providers only hold a small portion
- Enterprise spending on QE for AI is set to rise, signaling a shift from pilot efforts to scaled, real-world implementations

Key drivers for quality engineering services growth

AI, generative AI, and agentic AI adoption	Accelerating adoption of AI and generative AI is transforming QE itself, as enterprises embed AI in testing for intelligent automation, self-healing scripts, and autonomous quality validation, fueling the demand for next-generation QE services.
Customer experience assurance	Intensifying focus on omnichannel, personalized, and phygital experiences is driving enterprises to invest in QE that safeguards usability, performance, and security across diverse digital touchpoints.
Rapid technology adoption	Accelerated migration to cloud, IoT, and next-gen architectures is expanding the need for QE to manage integration complexity, support faster release cycles, and deliver resilient systems at scale.
QE for AI	The proliferation of AI models in enterprise workflows is creating new demand for QE to address bias, explainability, compliance, and performance, making testing of AI systems a critical growth frontier.

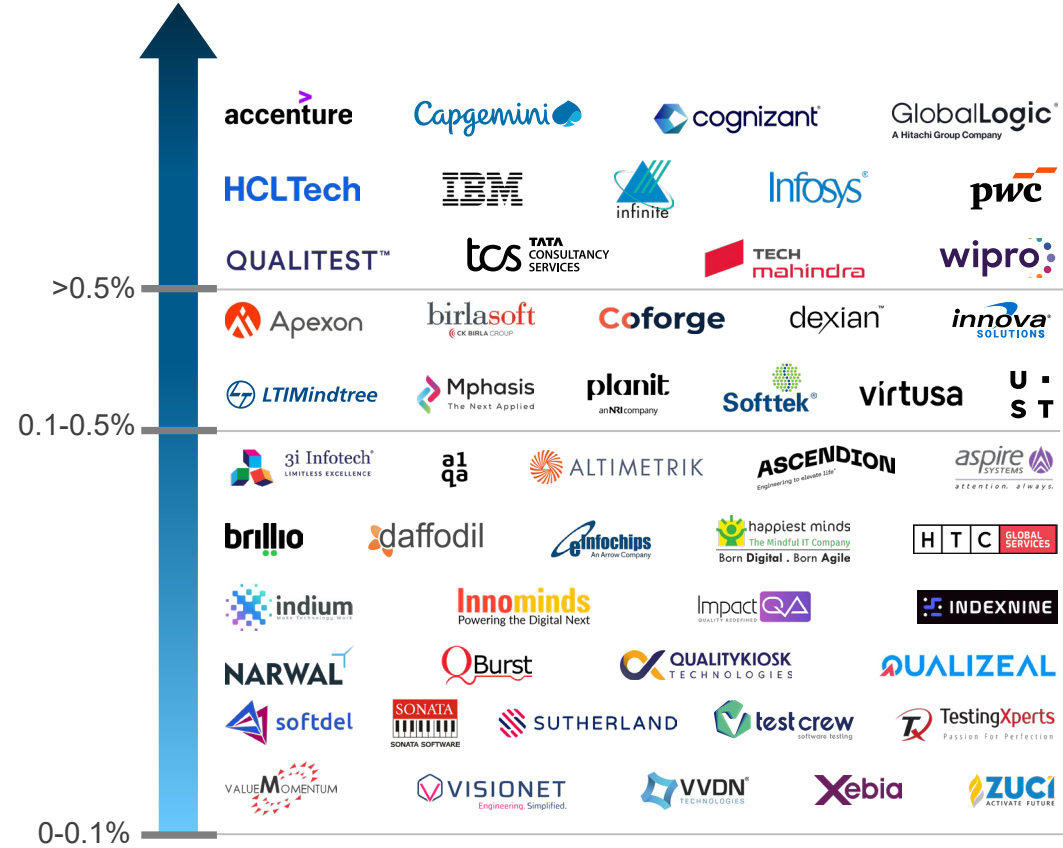
Opportunities and challenges

AI-led productivity gains	Enterprises are increasingly favoring service providers that can maximize business value through effective AI implementation.
Tooling and platform sprawl	The proliferation of disparate testing tools and frameworks is creating inefficiencies and integration challenges, but is simultaneously paving the way for platformization of QE services.
Talent and skill gaps	Demand for QE professionals skilled in AI, cloud-native, DevOps, and domain-specific testing outpaces supply, slowing large-scale adoption of next-generation QE practices.
Compliance and security pressure	Rising regulatory scrutiny and growing security threats are elevating assurance needs, and also driving up cost and effort in meeting stringent standards.

Provider landscape analysis

Out of the 52 players assessed, Ascendion, Coforge, Narwal, QualiZeal, Softdel, TestCrew, and Zuci systems achieved highest Year-on-Year (YoY) growth in quality engineering services revenue

Market share analysis of the providers¹
2024; Percentage of overall market of Quality Engineering Services



¹ Providers are listed alphabetically within each range

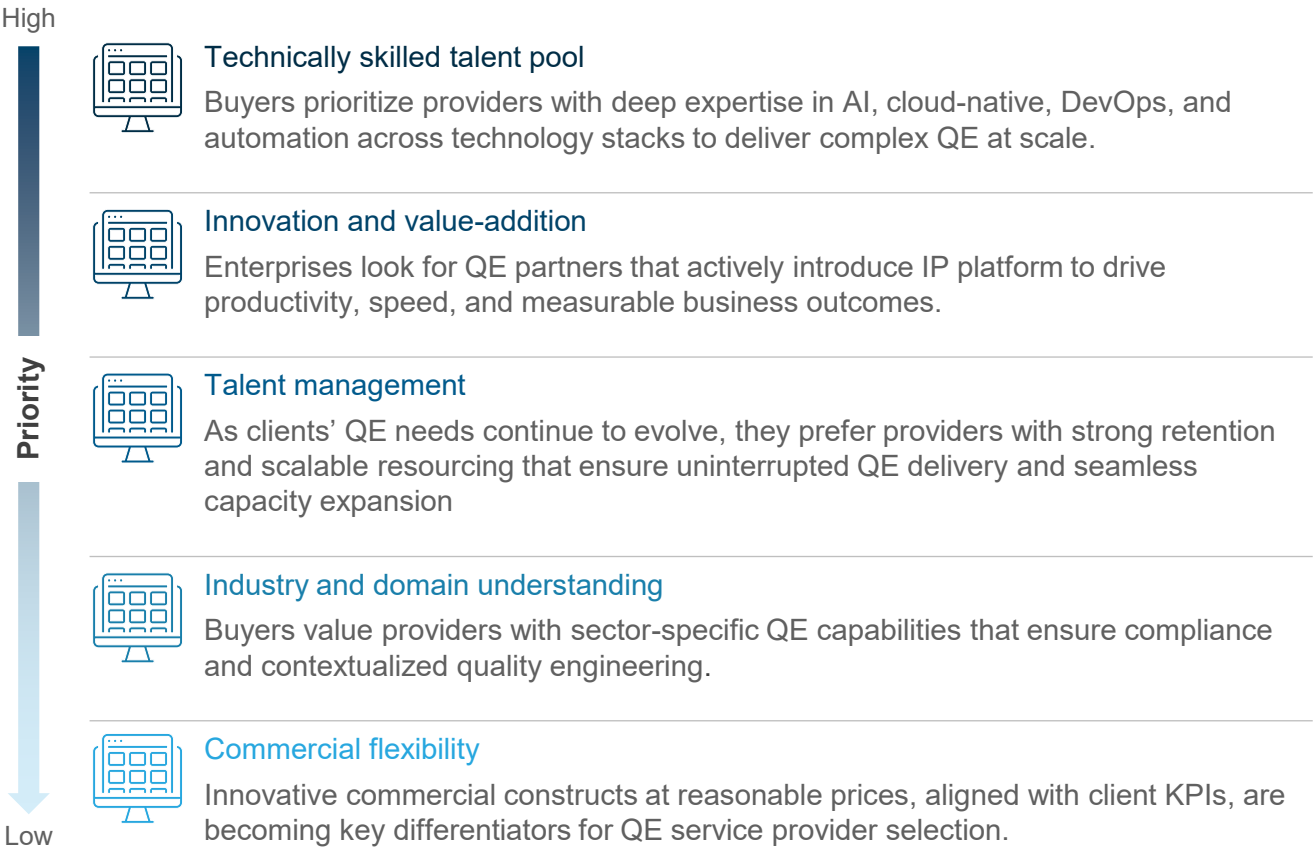
Provider YoY growth in Quality Engineering Services Revenue¹
2023-24; Increase in percentage of YoY



Key buyer considerations

Enterprises are prioritizing QE providers with technical depth, scalable talent models, domain-specific expertise, and flexible commercial constructs that deliver measurable innovation and sustained business value

Key sourcing criteria



Summary analysis

Buyers prioritize service providers with deep QE expertise backed by proven success stories, expecting consistent access to cross-skilled engineers who can adapt quickly to evolving delivery demands.

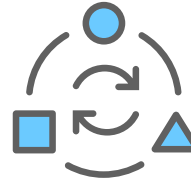
Leveraging IP-led accelerators, AI-infused frameworks, and acting as co-innovators transition providers from just executors to strategic partners in driving measurable QE impact.

Buyers increasingly prefer providers that combine technical strength with contextualized domain knowledge, tailoring QE approaches to regulatory, security, and customer nuances of their sector.

Competitive, transparent, and outcome-linked pricing models are becoming critical, with buyers favoring providers that align QE engagements with business KPIs and evolving cost structures.

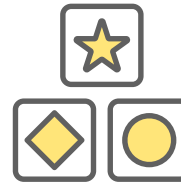
Key takeaways for buyers

Buyers should focus on providers with a demonstrated track record in generative AI implementation, strong data validation and automation capabilities, and broad tool proficiency, ensuring flexibility to adapt as tools, strategies, and requirements evolve, all the while ensuring seamless delivery with optimized cost.



Shifts in provider capabilities

QE providers are evolving to become strategic partners, embedding AI, domain expertise, and platformized delivery models to drive business-centric outcomes.



Differentiation across provider types

Incumbency no longer guarantees preference, as buyers increasingly favor providers that demonstrate stronger innovation advantage.



Key innovations

Enterprises prioritize providers that combine strong IP with innovative, outcome-linked pricing models to maximize value from QE engagements.

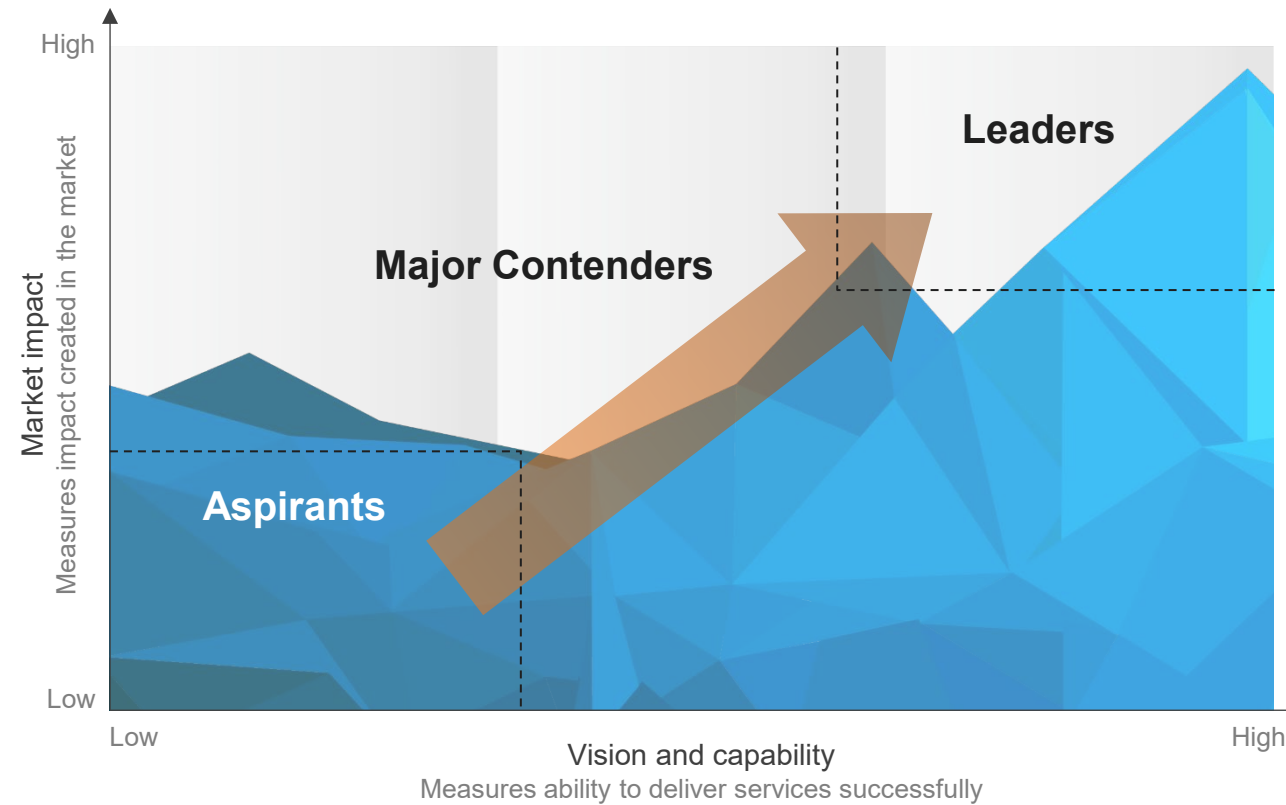
Appendix

PEAK Matrix® framework

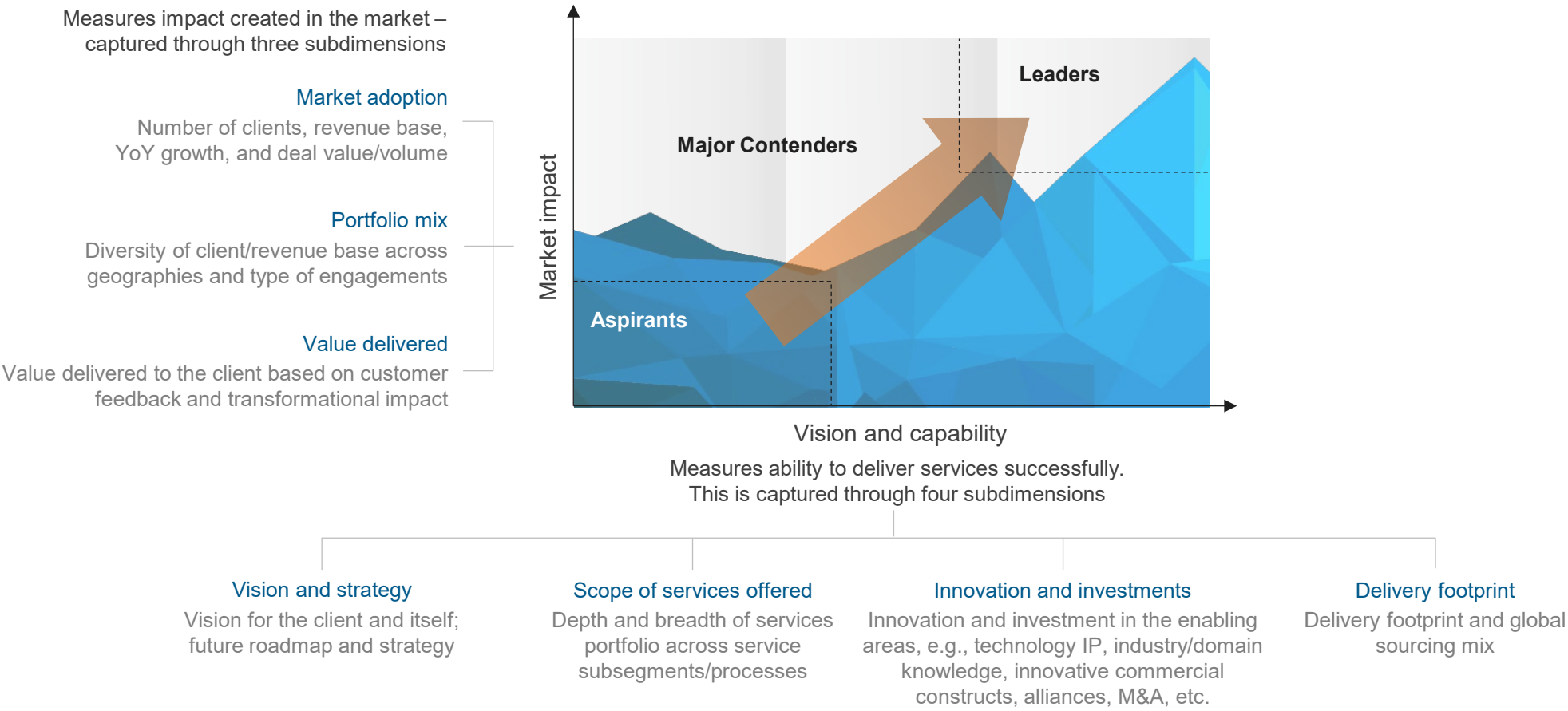
FAQs

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

Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions



FAQs

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: 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.

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

A: 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.

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

A: 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.

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

A: 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

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

A: 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

Q: Does the PEAK Matrix evaluation criteria change over a period of time?

A: 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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