



Everest Group Quality Engineering (QE) Services for AI Applications and Systems PEAK Matrix® Assessment 2026

Focus on Cognizant
September 2026



Introduction

In today's rapidly evolving business environment, enterprises are embedding AI across customer-facing applications, business processes, and core technology platforms. Unlike conventional software, these systems exhibit probabilistic and context-dependent behavior, requiring enterprises to validate not only functional performance but also data quality, model behavior, output consistency, and runtime reliability.

As AI systems become more autonomous and deeply integrated into enterprise workflows, Quality Engineering (QE) is expanding beyond traditional application testing to address risks such as hallucination, bias, model drift, security vulnerabilities, regulatory non-compliance, and unpredictable agent behavior. This shift is driving demand for specialized capabilities spanning model and data validation, prompt and response testing, AI security, responsible AI assurance, agent evaluation, and continuous production monitoring. In response, service providers are increasing investments in AI assurance platforms, specialized talent, innovation labs, and partnerships to help enterprises deploy and scale AI systems with confidence.

In the research, we present an assessment of 40 leading service providers featured on the Quality Engineering for AI Systems and Applications Services PEAK Matrix® Assessment 2026. Each provider profile offers a comprehensive view of its AI assurance strategy, service portfolio, proprietary Intellectual Property (IP) /

solutions, talent investments, partnership ecosystem, and representative case studies. The assessment is based on Everest Group's annual Request for Information (RFI) process, interactions with participating service providers, client reference checks, and ongoing analysis of the evolving QE for AI systems and applications services market..

The full report includes the profiles of the following 40 leading quality engineering providers featured on the [Quality Engineering \(QE\) Services for AI Applications and Systems PEAK Matrix® Assessment 2026](#):

- **Leaders:** Accenture, Capgemini, Coforge, Cognizant, HCLTech, Infosys, QualityAI, TCS, and Wipro
- **Major Contenders:** ACL Digital, Artizent, Atos, Birlasoft, Cyient, Indium Software, Innominds, Mphasis, Narwal, NTT DATA, PwC, QBurst, Qualitrix, QualityKiosk, QualiZeal, Sasken Technologies, Sonata Software, Tavant, Tech Mahindra, Tenarai, TestingXperts, Virtusa, Zensar Technologies, and Zuci Systems
- **Aspirants:** 3i Infotech, Dexian, Digitide, Everforth Quinnox, HTC Global Services, Infinite Computer Solutions, and ITC Infotech

Scope of this report

Geography: global

Industry: all industries

Services: QE services

Use cases: multiple

Scope of the evaluation

[NOT EXHAUSTIVE]

Services scope

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

Key areas covered

Custom applications	COTS applications	Phyigital 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, 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
• Reduced test cycle time • Increased automation coverage • Lower cost of quality	• Faster feature rollout • Support for emerging/next-gen tech • Scalable quality infrastructure	• Nil production defects • Enhanced digital reliability • Consistent user experience	• Legacy system reliability • Continuous compliance assurance • Resilience under load

Characteristics of Leaders, Major Contenders, and Aspirants

Leaders

Accenture, Capgemini, Coforge, Cognizant, HCLTech, Infosys, QualityAI, TCS, and Wipro

- Leaders demonstrate a differentiated vision for QE services for AI applications and systems, supported by broad service portfolios, mature delivery capabilities, and strong enterprise mindshare across key growth markets
- Leaders combine proven execution across industries and geographies with mature delivery models, standardized processes, proprietary tools, and strong partner ecosystems that enable scalable delivery and faster adoption of emerging AI assurance technologies

Major Contenders

ACL Digital, Artizent, Atos, Birlasoft, Cyient, Indium Software, Innominds, Mphasis, Narwal, NTT DATA, PwC, Qburst, Qualitrix, QualityKiosk, QualiZeal, Sasken Technologies, Sonata Software, Tavant, Tech Mahindra, Tenarai, TestingXperts, Virtusa, Zensar Technologies, and Zuci Systems

- Major Contenders continue to invest in expanding their QE for AI capabilities, with strong leadership commitment and commercial flexibility supporting faster client adoption and time-to-market
- They demonstrate credible industry experience and a growing track record in delivering QE for AI engagements, positioning them as potential future Leaders
- While Major Contenders have developed meaningful QE for AI solutions, their service portfolios and delivery capabilities remain less comprehensive and balanced than those of Leaders

Aspirants

3i Infotech, Dexian, Digitide, Everforth Quinnox, HTC Global Services, Infinite Computer Solutions, and ITC Infotech

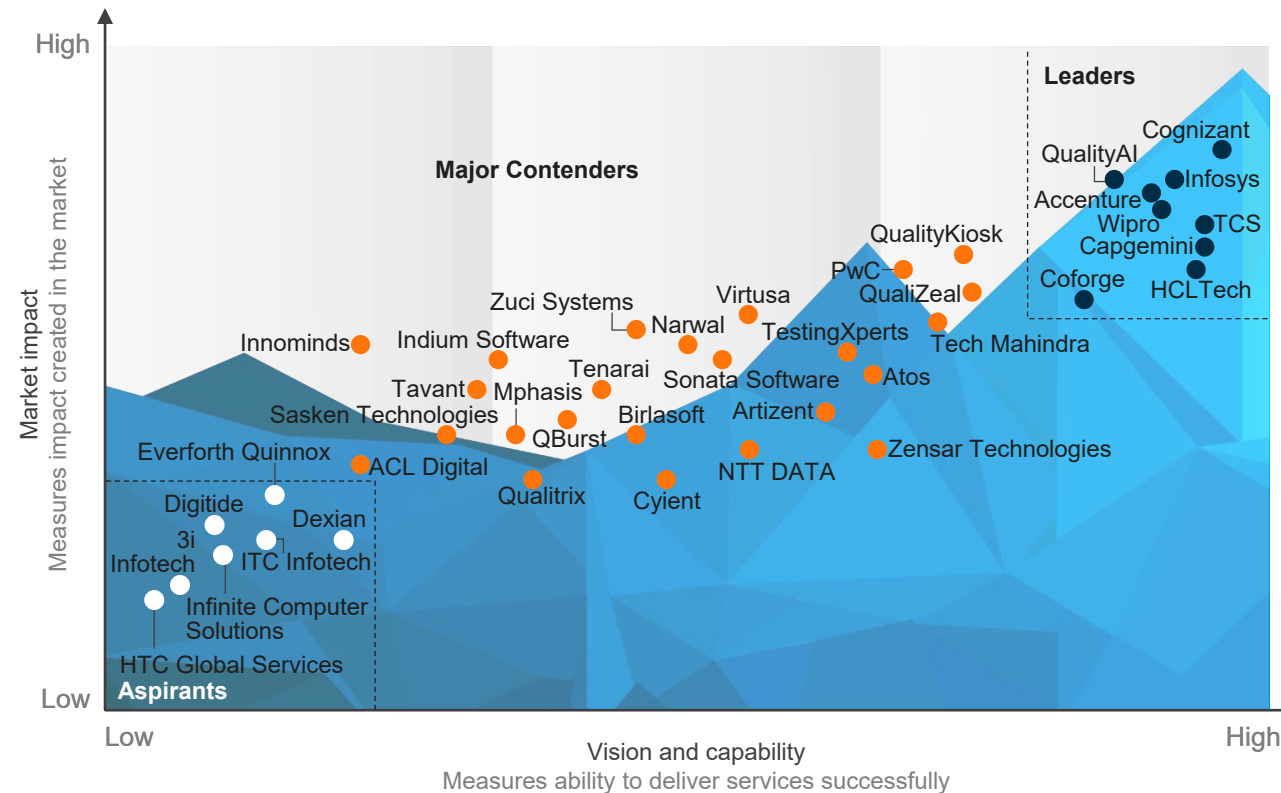
- Aspirants currently have a relatively limited market presence but are steadily expanding their capabilities and client footprint to strengthen relevance in the evolving QE for AI market
- They need to deepen their QE for AI service portfolios and accelerate talent development to build stronger capabilities across advanced AI assurance use cases

Everest Group PEAK Matrix®

Quality Engineering (QE) Services for AI Applications and Systems PEAK Matrix® 2026 | Cognizant is positioned as a Leader

Everest Group Quality Engineering (QE) Services for AI Applications and Systems PEAK Matrix® 2026¹

- Leaders
- Major Contenders
- Aspirants



¹ Analysis for Accenture, Atos, and PwC includes partial inputs from the service provider, and is based on Everest Group's estimates leveraging its proprietary data assets, service provider public disclosures, and interaction with buyers
Source: Everest Group (2026)

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

- Organizations seeking end-to-end QE for AI can consider Cognizant, owing to its coverage across data, models, generative AI and RAG applications, multi-agent systems, responsible AI, security, performance, resilience, and production observability through its TRUST framework and AI Lifecycle Assurance (AILA) toolkit
- Cognizant is well-suited for platform-led agentic QE, backed by Flowsource, Neuro SAN, and the QE Agentic Hub, which orchestrate reusable agents across test planning, design, execution, analysis, defect management, and reporting
- Organizations requiring technical expertise across a broad QE and AI tool landscape can consider Cognizant, supported by its ecosystem across automation platforms, hyperscalers, foundation models, AI observability, synthetic data, and performance engineering, alongside joint solution development and go-to-market (GTM) initiatives
- Healthcare and life sciences enterprises can consider Cognizant, owing to its comparatively strong sector presence and demonstrated AI-led QE transformation experience across large healthcare environments

Limitations

- Customers recognize Cognizant’s strong innovation and AI-led QE capabilities but see scope for more proactive communication, knowledge sharing, and impact reporting to improve the visibility and adoption of these capabilities within engagements
- Customers value Cognizant’s established relationships but see scope to deepen customer intimacy through more proactive communication, broader stakeholder engagement, and stronger end-to-end alignment across QE

Market trends

Production-scale AI adoption is turning QE for AI into a strategic assurance market, even as system volatility and uncertain Return on Investment (RoI) constrain scaling

Market size and growth

- The global quality engineering services market reached US\$82-84 billion in 2025, growing at a modest CAGR of 3-5%
- The quality engineering services for AI systems and applications market accounts for 8-10% of the overall quality engineering market

Key drivers for quality engineering services for AI systems and applications

Enterprise-scale AI adoption	Rapid movement of generative AI and machine learning use cases from pilots to production is increasing demand for systematic validation of AI applications before enterprise-wide deployment.
Non-deterministic AI behavior	Variability in AI outputs is making conventional, rule-based testing insufficient, driving the need for probabilistic evaluation, scenario-based testing, and continuous validation of model responses.
Responsible AI and regulatory scrutiny	Expanding regulatory and governance expectations are compelling enterprises to test AI systems for bias, explainability, privacy, transparency, safety, and compliance across the AI life cycle.
Continuous runtime assurance	Model drift, changing enterprise data, and evolving user behavior are making post-deployment monitoring essential to maintain the accuracy, reliability, performance, and safety of AI systems.

Opportunities and challenges

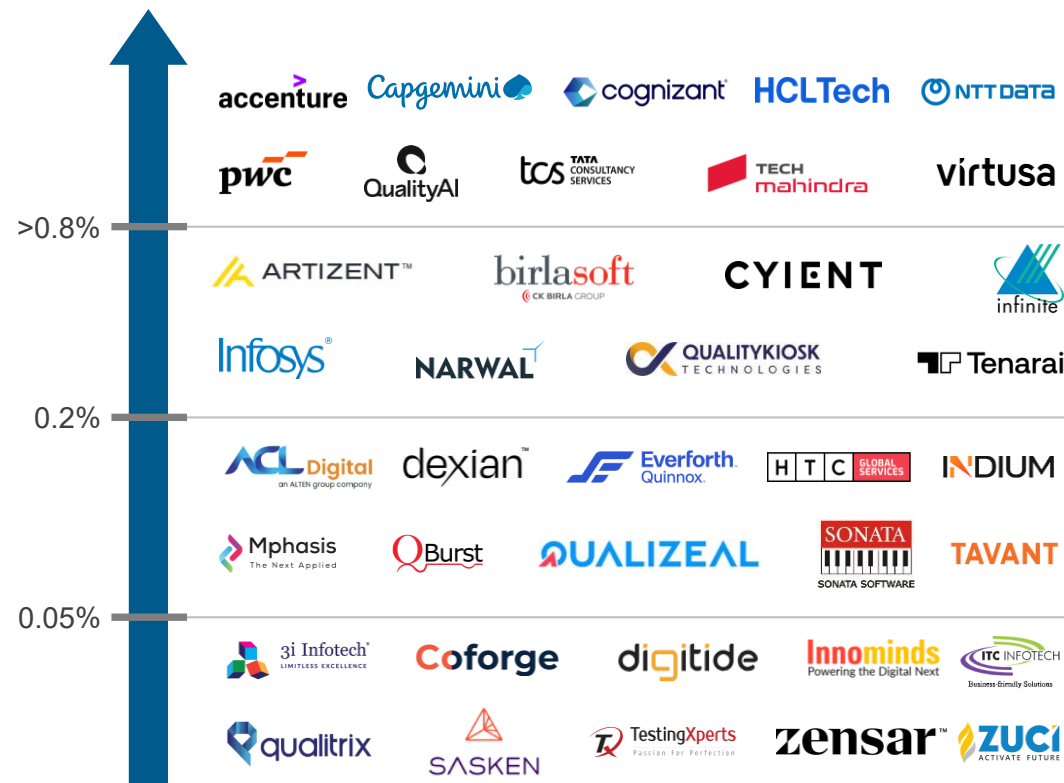
Expansion from testing to AI assurance	The need to validate data, models, prompts, retrieval-augmented generation (RAG) pipelines, and AI agents is expanding QE beyond application testing into end-to-end AI assurance.
Verticalized quality solutions	Industry-specific risks and performance expectations are enabling providers to differentiate through domain-focused test datasets, evaluation criteria, guardrails, and assurance frameworks.
Difficulty in demonstrating economic value	Frequent changes to models, prompts, enterprise data, and connected tools can quickly invalidate test suites, increasing the effort required to maintain assurance coverage.
Rapidly changing AI systems	The value of AI assurance is often reflected in avoided failures and reduced risk, making it difficult to quantify RoI and justify sustained investment..

Provider landscape analysis

Out of the 40 providers assessed, Birlasoft, Coforge, Cyient, Digitide, Indium Software, Infosys, Mphasis, Sasken Technologies, and Tenarai recorded highest Year-on-Year (YoY) growth in QE services for AI applications and systems revenue

Market share analysis of the providers¹

2025; percentage of the overall market of QE services for AI applications and systems



Provider YoY growth in QE services for AI applications and systems revenue¹

2024-25; increase in percentage YoY



¹ Providers are listed alphabetically within each range

Key buyer considerations

Enterprises are favoring providers that can operationalize AI assurance end-to-end, not merely apply AI to conventional testing

Key sourcing criteria

High



Technically skilled talent pool

Buyers prioritize providers with expertise across AI models, RAG, agentic AI, responsible AI, security, and observability to assure complex AI systems at scale.



Innovation and value-addition

Enterprises value providers that bring AI assurance platforms, evaluation frameworks, reusable assets, and automation to improve quality, speed, and risk outcomes.



Industry and domain understanding

Buyers value providers that understand industry-specific AI risks, regulations, workflows, and quality thresholds to deliver contextualized AI assurance.



Commercial flexibility

Buyers increasingly seek flexible commercial models that support AI assurance from pilots through production and align pricing with measurable quality, risk, and business outcomes.



Talent management

As QE for AI needs evolves rapidly, buyers prefer providers that continuously build and retain specialist AI assurance skills while scaling talent as adoption grows.

Priority

Low

Summary analysis

Buyer expectations are moving beyond generic automation capabilities toward evidence that providers can validate AI behavior, improve model accuracy, and support emerging generative AI and agentic AI use cases.

Tooling differentiation depends less on owning a stand-alone platform and more on integrating evaluation, automation, test data, observability, and quality gates into the client's engineering environment.

Domain knowledge remains critical because AI-quality thresholds and failure risks vary significantly across industries, business processes, and regulatory contexts.

While competitive pricing remains relevant, buyers increasingly expect measurable productivity, quality, and risk outcomes, supported by strong metrics, knowledge transfer, and continuous AI upskilling.

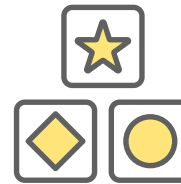
Key takeaways for buyers

Buyers should prioritize providers with end-to-end AI assurance expertise across data, models, prompts, RAG pipelines, and agentic workflows. Leading providers combine domain-specific evaluation, AI security, responsible AI, reusable assets, and continuous monitoring to support reliable and scalable AI adoption.



Expanding provider mandate

QE providers are evolving beyond application testing to deliver end-to-end assurance across data, models, AI applications, and autonomous agents.



Differentiation through assurance depth

Provider differentiation increasingly depends on domain-specific benchmarks, representative datasets, AI security expertise, and the ability to validate complex enterprise AI workflows.



Shift toward continuous AI assurance

Leading providers are embedding evaluation, guardrails, observability, runtime monitoring, and token consumption optimization into AI workflows to manage quality and cost across the life cycle.

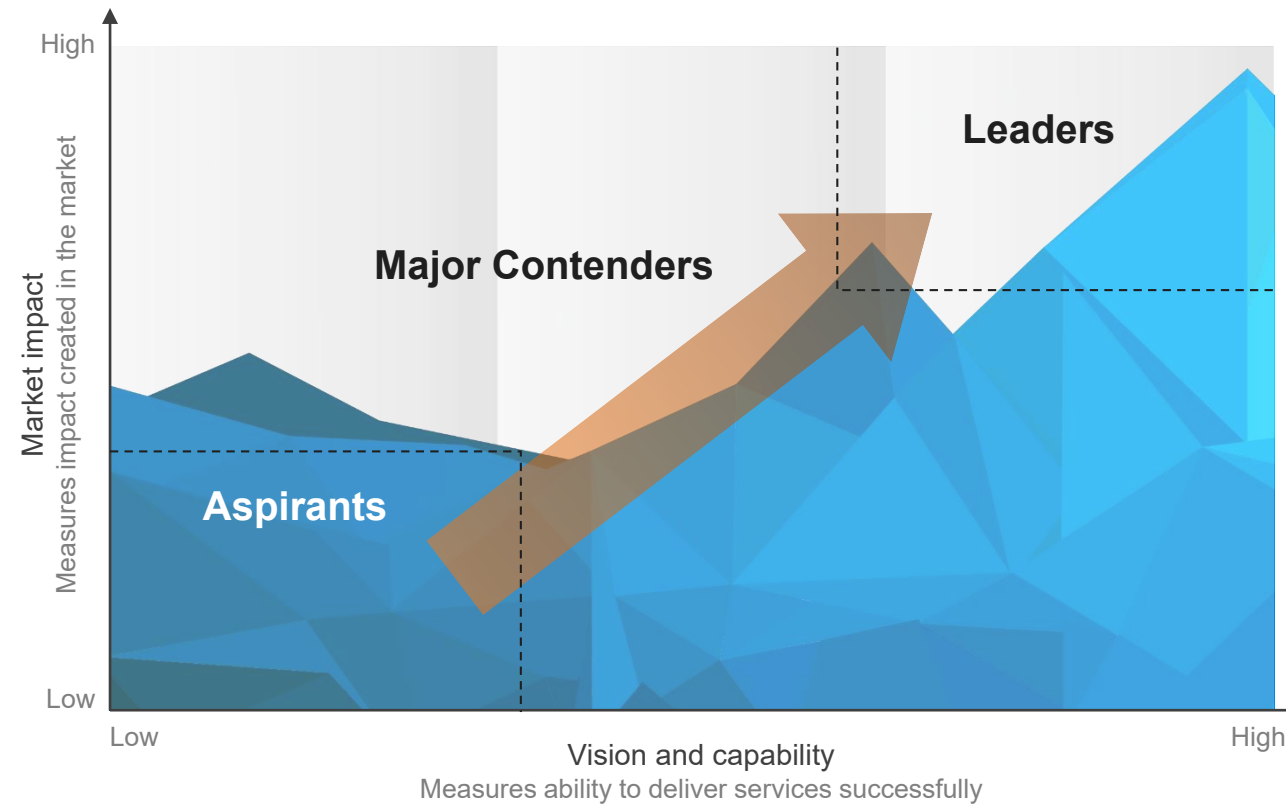
Appendix

PEAK Matrix® framework

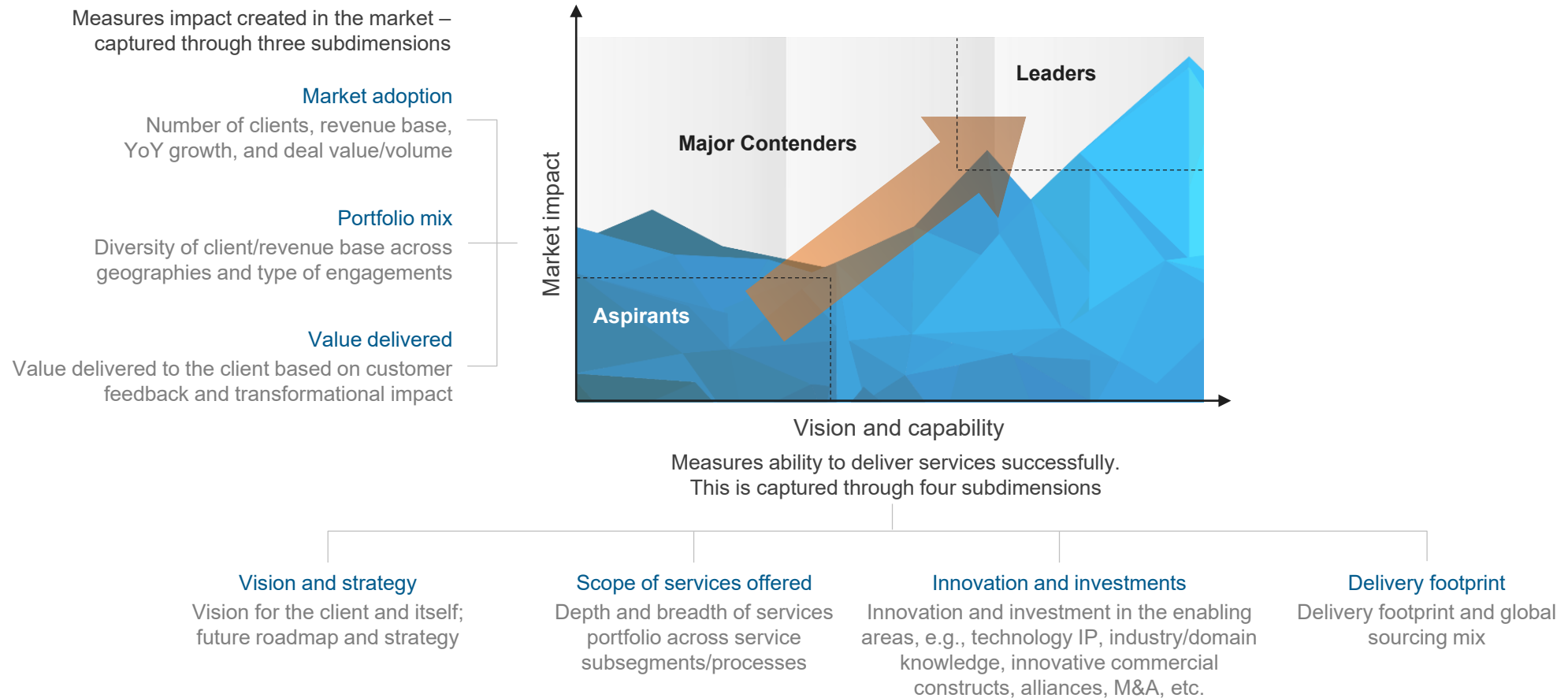
FAQs

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.

Stay connected

Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

Bangalore

india@everestgrp.com
+91-80-61463500

Delhi

india@everestgrp.com
+91-124-496-1000

London

unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto

canada@everestgrp.com
+1-214-451-3000

Website

everestgrp.com

Blog

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