NelsonHall Vendor Profile

Quality Engineering

Capgemini

Report Abstract

January 2022

By Dominique Raviart
IT Services Practice Director
NelsonHall

21 pages

Contents of Full Report

Who is This Vendor Assessment For?

NelsonHall's quality engineering services profile on Capgemini is a comprehensive assessment of Capgemini's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of software testing/quality assurance/quality engineering, and application services/ADM

- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the IT services sector and examining growth areas within IT services.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Capgemini' offerings and capabilities in quality engineering

Capgemini's testing activities involve ~27.5k career testers. The company has 900 testing clients and markets its services under the Quality Engineering & Testing (QE&T) brand.

QE&T is a global service line (GSL) going across geography-based strategic business unit (SBUs). Examples of other GSLs include Capgemini Engineering, based on the former Altran, iGATE, and Sogeti High-Tech.

The SBUs include Americas, APAC, North Europe, and South Europe, and Financial Services, which includes banking, capital markets, insurance, and healthcare). They have responsibility for go-to-market, bids, and delivery. The company believes this organizational approach helps to act quickly to changing project requirements.

Capgemini also highlights that with this distributed structure, SBUs are better positioned to conduct personnel reskilling locally than a more centralized structure would have been. Within SBUs, testing practices have full P&L responsibility.

With QE&T, Capgemini maintain a high level of coordination across its different software testing units. QE&T is a center of expertise that has responsibility for:

- Harmonizing technologies, methodologies, best practices, and partnerships with testing ISVs, across the different SBUs of Capgemini Group

- Setting up TCoEs: both vertical ones (telecom, media and entertainment, financial services, energy and utilities, public sector, automotive, healthcare and life sciences, and high-tech) and technology ones (process, automation, performance engineering, specialized services, digital, and agile/DevOps)

- Accelerator and platform creation and creating an ecosystem with large ISVs, technology vendors, and Silicon Valley-based startups

- Co-leadership on talent development with SBUs

- Marketing, including thought leadership (through its TMAP and TPI series of books and methodologies, its World Quality Report with Micro Focus, and its recent SAP survey with Tricentis)

- Partnership relationships.

QE&T is essential in driving innovation across Capgemini Group's testing activities. It represents ~200 dedicated personnel and a budget representing 2% to 2.5% of Capgemini's testing revenues (~€25m).

Scope of the Report

The report provides a comprehensive and objective analysis of Capgemini's quality engineering and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments

- Analysis of the company's strengths, weaknesses, and outlook

- Revenue estimates

- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts

- Analysis of the company's offerings and key service components

- Analysis of the company's delivery organization including the location of delivery locations.

Quality Engineering Services Vendor Assessments also Available for:

- Amdocs

- Atos

- Capgemini

- Cigniti

- eInfochips

- Expleo/SQS

- Infosys

- LTI/L&T Infotech

- Qualitest

- TCS

- Tech Mahindra

- TestingXperts

- Trigent

- ValueMomentum

- Wipro.

About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs.

Dominique covers IT Services research in the areas of Software Testing/QA, Big Data and Analytics Services, Salesforce services, and IoT Services. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having examined recently digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.

Dominique can be contacted at:

- Email: dominique.raviart@nelson-hall.com
- Twitter: @DominiqueR_NH

About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston
Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London
Unit 6, Millars Brook,
Molly Millars Lane,
Wokingham, RG41 2AD
Phone: + 44(0) 203 514 7522

Paris
4 place Louis Armand,
Tour de l'Horloge,
75012 Paris
Phone: + 33 1 86266 766