



Vendor Profile

Quality Engineering

Infosys

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's quality engineering services profile on Infosys is a comprehensive assessment of Infosys' 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 Infosys' offerings and capabilities in quality engineering

The company primarily provides software testing services through its Infosys Validation Solutions (IVS) unit, founded in 2001. IVS is a horizontal service line with ownership on P&L, delivery, pre-sales, centers of expertise, and portfolio management.

IVS is an extensive practice within Infosys and has 26k career testers (at the end of calendar 2020). IVS' headcount does not include an additional 2k career testers that work in other Infosys units. IVS, therefore, represents ~10% of Infosys' total headcount.

IVS has ~450 clients. Major IVS clients include tier one organizations: Dow Jones, Aimia, Kraft Heinz, Honda, National Australia Bank (NAB), Prime Therapeutics, and Arizona Public Service. IVS has a track record in gaining substantial standalone testing contracts, with TCVs of up to ~\$100m and a regular flow of deals in the \$10m-\$50m range.

The testing practice finds fast growth of digital testing projects, which by nature, are small. In parallel, IVS also wins large testing contracts in the market, whether standalone testing contracts (for transitioning testing from waterfall to agile and DevOps) and bundled agile development and testing contracts.

In the past three years, IVS has shifted its focus and portfolio mix towards several main categories:

- Continuous testing. IVS has changed its approach to helping clients move from a TCoE model to a more decentralized delivery structure bringing in quality engineering focus, more aligned with development teams. IVS also assists clients in fine-tuning their agile organization structure and maintaining their cost centricity while increasing go-to-market.
- AI and RPA. Within cognitive technologies, chatbot testing has become a significant activity
- Digital technologies, including SaaS COTS, IoT/connected products, cloud application modernization/migration, and low-code/no-code
- UX testing, including crowdtesting.

In parallel, IVS is undertaking a significant reskilling effort of its testing workforce, aiming to reduce its number of manual testers and expanding into automation and digital testing.

IP and accelerators remain an essential element of the strategy of IVS, which continues to create testing services offerings backed up by an accelerator or a platform, relying on testing software standardization.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys'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.

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About NelsonHall

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