Infosys
Software Testing Services: Advanced Automation

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Software Testing Vendor Assessment for Infosys is a comprehensive assessment of Infosys' advanced automation offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for software testing services

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

- Financial analysts and investors specializing in the software testing sector.

Key Findings & Highlights

The company primarily provides software testing services through its Infosys Validation Solutions (IVS) unit, which was founded in 2001. IVS is a horizontal service line with ownership on P&L and delivery, as well as on 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 2019). IVS' headcount does not include an additional 2k career testers that work in other Infosys units. IVS, therefore, represents ~12% of Infosys' total headcount.

IVS has ~450 clients. Major IVS clients include tier one organizations: Dow Jones, Aimia, Kraft Heinz, Honda, 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. IVS highlight that 36% of its engagements are deals with a TCV over $10m. The testing practice is finding that despite the fast growth of digital testing projects, which by nature, are small in size, there still are 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, with a focus on quality engineering. IVS is also assisting the 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, with IVS having completed ~100 AI and RPA testing projects

- Digital technologies, including mobility, big data, IoT, cloud, and blockchain.

- 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 that are backed up by an accelerator or a platform, relying on testing software standardization.

At a high level, IVS has structured its service portfolio around three main categories:

- Digital transformation

- Legacy modernization

- Enabling services.

Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' advanced automation service offerings, capabilities, and market and financial strength, including:

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

- Revenue estimates

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

- 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 strengths, weaknesses and outlook.

Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships

5. Target Markets

6. Strategy

7. Strengths and Challenges

8. Outlook

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