



Market Analysis

IT Services

QE: Test Automation and GenAI

Report Abstract

November 2024

By Dominique Raviart

NelsonHall

110 pages

Contents of Full Report

1. Changing Shape of the QE Services Market
2. Customer Requirements
3. Market Size and Forecast
4. Vendor Market Shares
5. Vendor Offerings and Targeting
6. Vendor Delivery and Trends
7. Vendor Challenges and Success Factors
8. Vendor Capability Analysis
9. Appendix: Vendors Researched

Who is This Market Analysis For?

NelsonHall's "Quality Engineering: Test Automation and GenAI" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the QE/QA/testing market
- Vendor marketing, sales and business managers developing strategies to target Q4 services
- Financial analysts and investors specializing in the IT services sector.

Key Findings & Highlights

There are several trends at stake in the QE market. Clients want to automate manual functional testing and increase productivity through continuous testing/agile programs. The transformation toward agile and continuous testing continues. In parallel, testing has become specialized (hence the name of quality engineering), requiring expertise for several activities, including performance engineering and SRE and test support services (e.g., test data and testing environment).

Scope of the Report

The report analyzes the worldwide market for QE and addresses the following questions:

- How will GenAI impact testing offerings and spending?
- How will traditional AI (e.g., ML, and NLP) evolve, with GenAI's adoption?
- What is the market size and projected growth for the global QE services market by geography?
- What is the profile of activity in the global QE services market by industry sector?
- What are the top drivers for QE adoption?
- What are the benefits currently achieved by QE users?
- What factors are inhibiting user adoption of QE?
- Who are the leading QE services vendors globally and by geography?
- What is the current pattern of delivery location used for QE and how is this changing?
- What services are delivered from onshore and which from offshore?
- What are the challenges and success factors within QE?

Quality Engineering Vendor Assessments Available for:

- Amdocs
- Apexon
- Aspire Systems
- Atos / Eviden
- Capgemini
- Cigniti
- Coforge
- Cognizant
- EPAM
- Expleo
- Infosys
- LTIMindtree
- Movate
- NTT DATA
- Planit
- Qualitest
- QualiZeal
- TCS
- Tech Mahindra
- Trigent
- TestingXperts
- Virtusa
- Wipro
- Xoriant.

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 around 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](https://twitter.com/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., continental Europe, and Asia, 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. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts 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

29 Rose Hill
Binfield
Bracknell, RG42 5LH
Phone: +44(0) 208 638 7282

Paris

115 rue de Reuilly,
75020 Paris
Phone: +33 (0)6 23 81 17 54

Copyright © 2024 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall’s clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.