



Vendor Profile

Quality Engineering

TCS

Report Abstract

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Contents of Full Report

1. Foreword
2. Background
3. Revenue Summary
4. Key Offerings
5. Delivery Capabilities
6. Target Markets
7. Strategy
8. Strengths & Challenges
9. Outlook

Who is This Vendor Assessment For?

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

TCS had initially set up its Quality Engineering & Transformation (QET), then under a different name, in 1998. QET was a horizontal service line with P&L responsibility and aligned vertically, mirroring TCS's vertical structure.

The company promotes the notion of quality engineering, rather than quality assurance, to highlight that it has shifted its portfolio toward new automation capabilities, digital technologies, cloud usage, and AI.

TCS was one of the early testing service vendors, emphasizing the notion of QA in this market, investing from 2010 onwards in IPs and platforms, and in its digital testing services portfolio since 2013.

QET has positioned its continuous testing offering as part of TCS' Enterprise Agile strategy. As part of this transformation, the company changed the scope of QET from a horizontal line to governing most of TCS's software testing service activities to focusing on non-linear growth through test platforms.

QET has structured its IP portfolio into five main categories/IPs:

- SmartQE Platform, e.g., AI-based automation. QET continues to enrich SmartQE with new offerings such as test data and environment management, release orchestration, and test suite optimization. SmartQE AI Studio focusses on AI led Testing and Testing of AI Systems
- Cloud Assurance, e.g., cloud infrastructure setup testing and application migration to the cloud, including functional and non-functional testing
- CX Assurance Platform, e.g., compatibility, usability, security, accessibility, and performance testing. QET is developing the platform through incremental changes. See the CX Service Panel sub-section for more information. The platform has ~100 clients
- One Automation Ecosystem (OAE), a tool that aggregates TCS' next-gen record-and-playback (ScriptBot), MBT, and testing framework capabilities. OAE brings together several approaches for automating the creation of test artifacts and integrates with the rest of TCS' QA IPs
- Big Data & Analytics, data testing, and analytical model testing.

QET continues to invest in IP and service portfolios; examples include One Automation Ecosystem, SQE AI Studio, and Cloud Assurance.

Scope of the Report

The report provides a comprehensive and objective analysis of TCS'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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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

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