



# Everest Group's PEAK Matrix™ for Automation in Application Dev-Test

Focus on Wipro  
July 2017



# Introduction and scope

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Everest Group recently released its report titled “[Automation in IT Application Dev-Test – Market Update and PEAK Matrix™ Assessment for Solutions: “Cognitive Paving the Way to Smart Automation”](#)”

As a part of this report, Everest Group analyzed 12 leading service providers on the Everest Group Performance | Experience | Ability | Knowledge (PEAK) Matrix for Solutions specific for automation in application dev-test into Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a composite framework that provides an objective, data-driven, and comparative assessment of automation in application dev-test providers based on their market impact and vision and capability.

Based on the analysis, Wipro emerged as a Leader. This document focuses on Wipro’s solutions and capabilities for automation in application dev-test and includes:

- Wipro’s position on the automation in application dev-test PEAK Matrix
- Detailed application services automation profile of Wipro

Buyers can use this PEAK Matrix to identify and evaluate different service providers. It helps them understand the service providers’ relative strengths and gaps. However, it is also important to note that while the PEAK Matrix is a useful starting point, the results from the assessment may not be directly prescriptive for each buyer. Buyers will have to consider their unique situation and requirements, and match them against service provider capability for an ideal fit.

# Background of the research

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- Automation has been used previously to automate simple manual tasks in Software Development Life Cycle (SDLC) such as code build and test execution in order to save human effort. However, we are now witnessing an increasing demand for automating not just few repetitive tasks but to use automation for decision-making and software delivery optimization, as enterprises struggle to improve time-to-market while not compromising on quality
- Enterprises continuously demand automation services from their providers in order to achieve:
  - Increased resource efficiency through reduction of manual and repetitive tasks
  - Enhanced software product quality through early detection and prevention of defects and errors
  - Efficient resourcing and optimized headcount
  - Shrink testing cycle through defect prediction and prevention
- In this research, we present the assessment and detailed profiles of 12 IT service providers featured on the PEAK Matrix for automation in application dev-test. Each service provider profile gives a comprehensive picture of their dev-test automation solutions, vision, domain investments, and partnerships
- The assessment is based on Everest Group's annual Request for Information (RFI) process conducted in Q1 2017, interactions with leading IT application service providers, client reference interviews, and analysis of the broader IT dev-test automation market

## Scope of this report

- **Services:** Automation in application development & testing
- **Geography:** Global
- **Service providers:** 12 leading IT application service providers

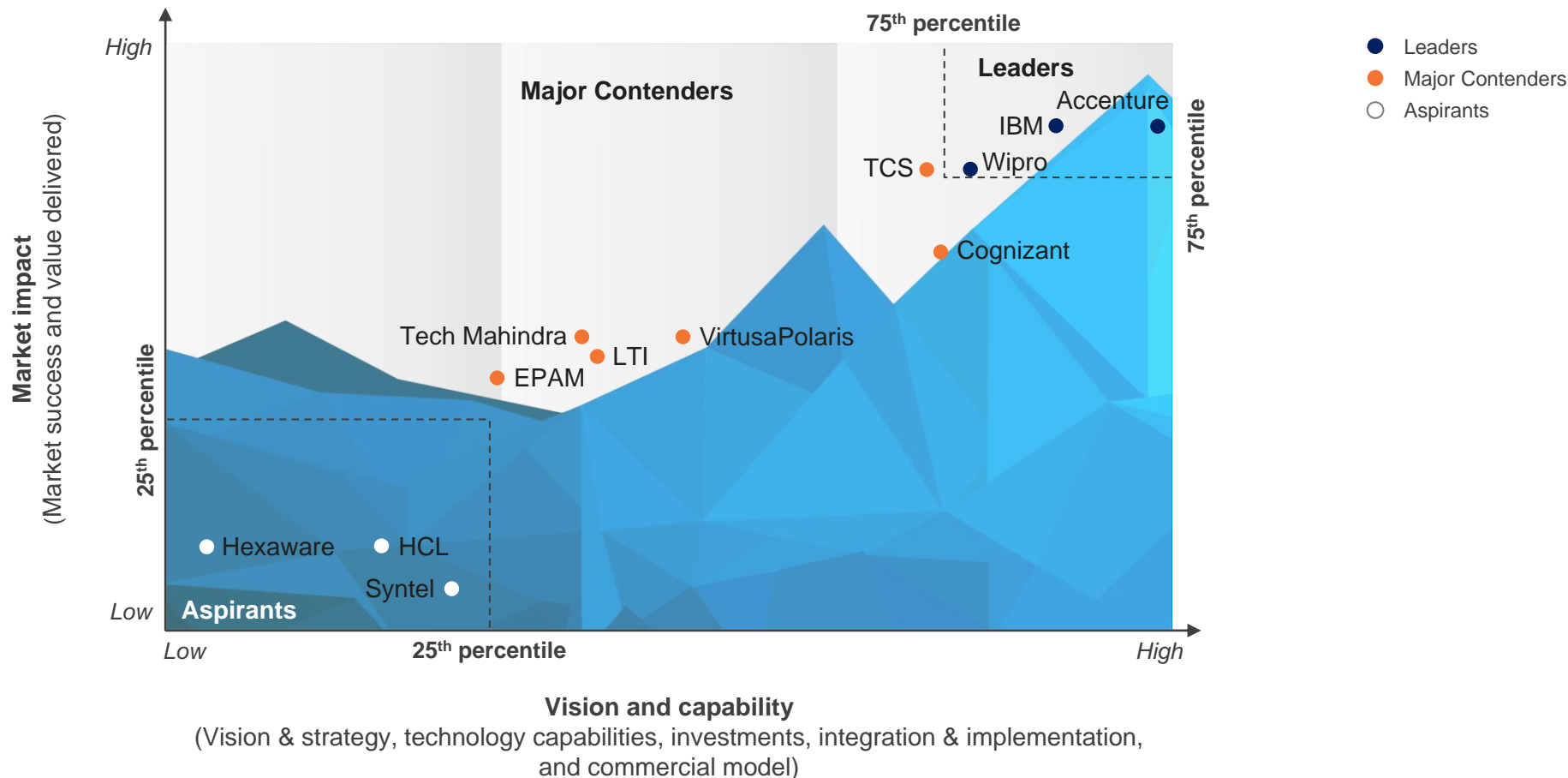
**This report includes the profiles of the following 12 service providers on the PEAK Matrix for application dev-test automation solutions:**

- **Leaders:** Accenture, IBM, and Wipro
- **Major Contenders:** Cognizant, EPAM, LTI, TCS, Tech Mahinda, and VirtusaPolaris
- **Aspirants:** HCL, Hexaware, and Syntel

# Everest Group PEAK Matrix™ for solutions – 2017

## Automation in application dev-test

Everest Group PEAK Matrix™ for solutions – automation in application dev-test



Note: Assessment for HCL includes partial inputs from the service provider, and is based on Everest Group's estimates that leverages its proprietary data assets, service provider public disclosures, and interaction with buyers

Source: Everest Group (2017)

# Wipro | IT application services automation profile

## Overview and solutions

### Company vision

Wipro's vision is to accelerate time to market for new applications (build), enable seamless support operations (run), and enhance application performance (optimize) through use-case-specific solutions that need minimum human intervention. Wipro has four themes in HOLMES relevant for application services - Zero Touch Automation, Test Lifecycle Automation, Connected Applications, and Data To Knowledge Conversion. Wipro is driving this charter through a consultative partnering approach in an integrated ecosystem spanning its enterprise applications services and practice lines as well as external partners.

### Strengths

- Strong focus on developing AI abilities for its automation tools by leveraging Wipro HOLMES
- Provides an integrated automation solution with Wipro CLM covering all aspects of application services such as coding, requirements management, testing, and project management

### Areas of improvement

- Wipro needs to enhance its project management layer to engage clients for automation-centric initiatives
- Should proactively address clients concerns of added dependency on Wipro's tool offerings while enabling automation by providing effective post implementation support

### Proprietary solutions (representative list)

Solution	Details
Wipro CLM	Wipro's cloud hosted platform for application development and testing projects provides an integrated tool chain and a collaborative environment during all stages of the SDLC for faster delivery and more efficient management of software development and testing projects
AssureNXT	Part of next-generation managed services quality platform that integrates workflows across the application development and testing phases of the software development lifecycle to enable 360 degree view of quality
InformationNXT	Data platform that covers the full Data to Information to Insights (DII) value chain. The solution has multiple modules that address specific set of problems associated with each step of the DII value chain such as data set design and build, data lake build, data migration and quality, and report migration
AgileBase	This solution accelerates the software delivery process by providing a comprehensive continuous delivery environment. It leverages the existing CloudCLM tool investments, uses industry best practices for build and release orchestration and provides real-time dashboards and analytics

Source: Everest Group (2017)

# Wipro | IT application services automation profile

## Investments and partnerships

### Investments (representative list)

Theme	Details
Skill development	<ul style="list-style-type: none"><li>• An organization wide reskilling and crowdsourcing initiative that provides existing employees an opportunity to get hands-on experience in application automation tools and technologies</li><li>• Internal training and certification programs on AI in IT application services and business services, at L0, L1, L2, and L3 levels, ranging from basic awareness to deeper technical and business solutioning capabilities</li></ul>
Startup capital	<ul style="list-style-type: none"><li>• Wipro Ventures is a US\$100 million fund for investment in areas such as open source, big data &amp; analytics, artificial intelligence, digital, cognitive intelligence, and Internet of Things (IOT)</li><li>• Wipro has invested in Avaamo, a mobile messaging platform with AI-enabled Chatbots, through Wipro Ventures</li></ul>
Research & Development	<ul style="list-style-type: none"><li>• Data scientists and algorithm experts at the WIPRO HOLMES™ AI Lab do active research across diverse technologies including deep neural nets, reinforcement and ensemble learning and intelligent UX with augmented reality</li><li>• AI solution architects develop bots using agile methodology leveraging the IPs, which then go through productionizing that involves scenario building, regression testing, security, and vulnerability testing</li></ul>

### Partnerships (representative list)

Partner name	Details
Informatica	Informatica Global Premier Partner
Tricentis	Strategic premium system integration partner

Other key partners include IBM, Microsoft, HP/Microfocus, Google, and Arago.

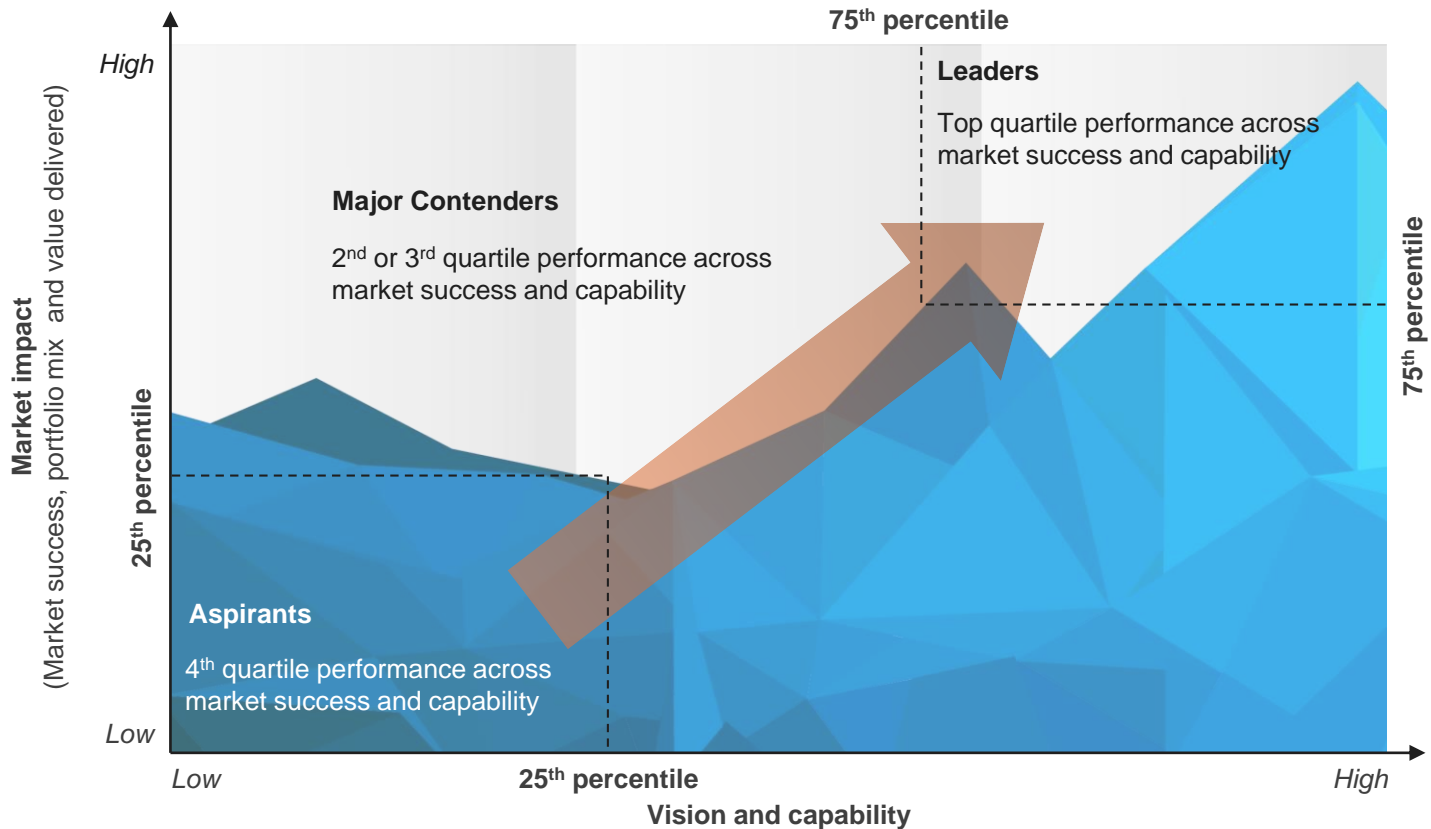
Source: Everest Group (2017)

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# Appendix

# Everest Group PEAK Matrix is a proprietary framework for assessment of a service provider's capability

Everest Group PEAK Matrix<sup>TM</sup> for solutions - automation in application dev-test

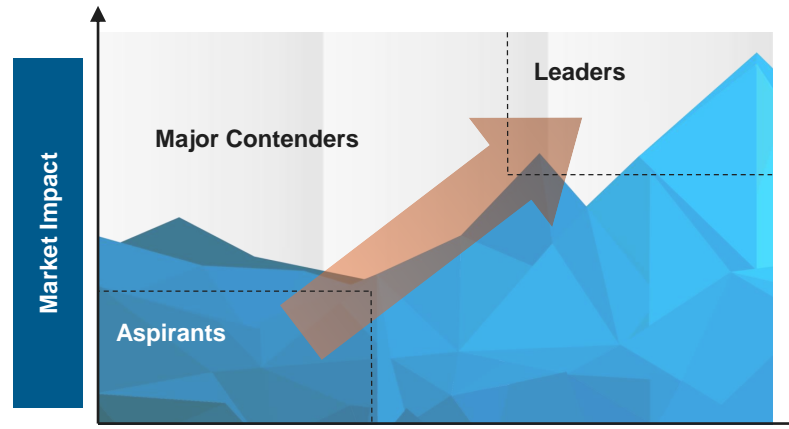


Everest Group's automation in application dev-test– PEAK Matrix for solutions is a composite index of a range of distinct metrics related to a service provider's vision & strategy, scale, technology capabilities, investments, integration & implementation, engagement & commercial model and resultant market impact in the context of **offering IT dev-test automation solutions (i.e. software and associated services).**



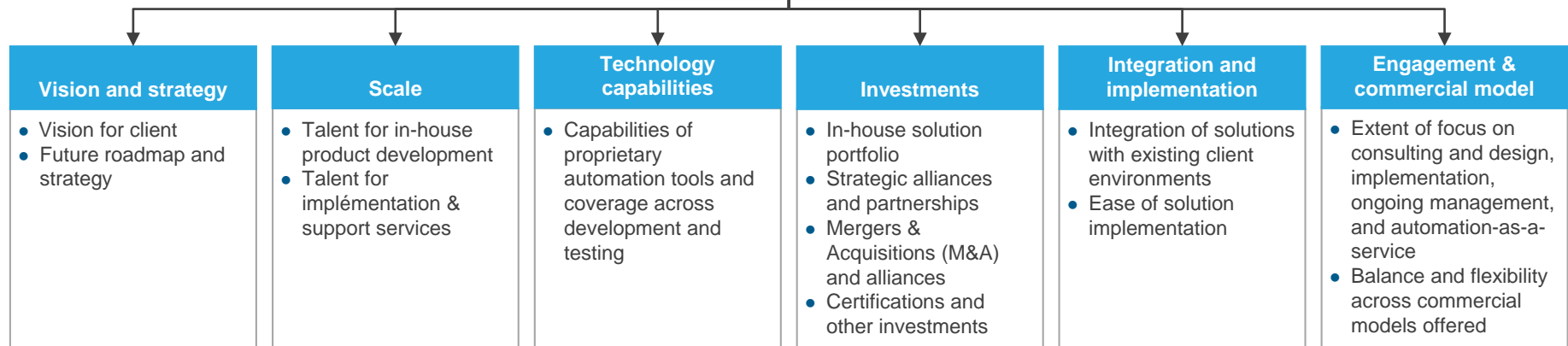
# Dimensions of service providers' capability and market success underlying the PEAK Matrix for application dev-test automation

- Market success (size & growth of deployments)
- Portfolio mix (Deployment footprint across geographies, industries, and buyer size segments)
- Value delivered<sup>1</sup> (Buyer satisfaction levels for solutions offered)



## Vision and capability

Measures ability to deliver services successfully. This is captured through five subdimensions



<sup>1</sup> Measured through responses from referenced buyers for each service provider

Source: Everest Group (2017)

## **Does the PEAK Matrix assessment incorporate any subjective criteria?**

Everest Group's PEAK Matrix assessment adopts an objective and fact-based approach (leveraging service provider RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider briefings

## **Is being a “Major Contender” or “Aspirant” on the PEAK Matrix an unfavorable outcome?**

No. The PEAK Matrix highlights and positions only the best-in-class service providers in a particular function/vertical. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is in itself a favorable recognition

## **What other aspects of the PEAK Matrix assessment are relevant to buyers and providers besides the “PEAK Matrix position”?**

The PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a “Leader”, “Major Contender,” or “Aspirant” title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary assists buyers in selecting particular providers for their specific requirements. It also helps providers showcase their strengths in specific areas

## **What are the incentives for buyers and providers to participate in /provide inputs to the PEAK Matrix research?**

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own “profile” that is published by Everest Group as part of the “compendium of PEAK Matrix providers” profiles

# FAQs

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## **What is the process for a service provider to leverage their PEAK Matrix positioning status?**

Providers can use their PEAK Matrix positioning in multiple ways:

- Issue a press release declaring their positioning/rating
- Circulate a customized PEAK Matrix profile (with clients, prospects, etc.)
- Quotes from Everest Group's analysts could be disseminated to the media
- Leverage the PEAK Matrix branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)

**The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with the designated PoC at Everest Group**



## About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empowers clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

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