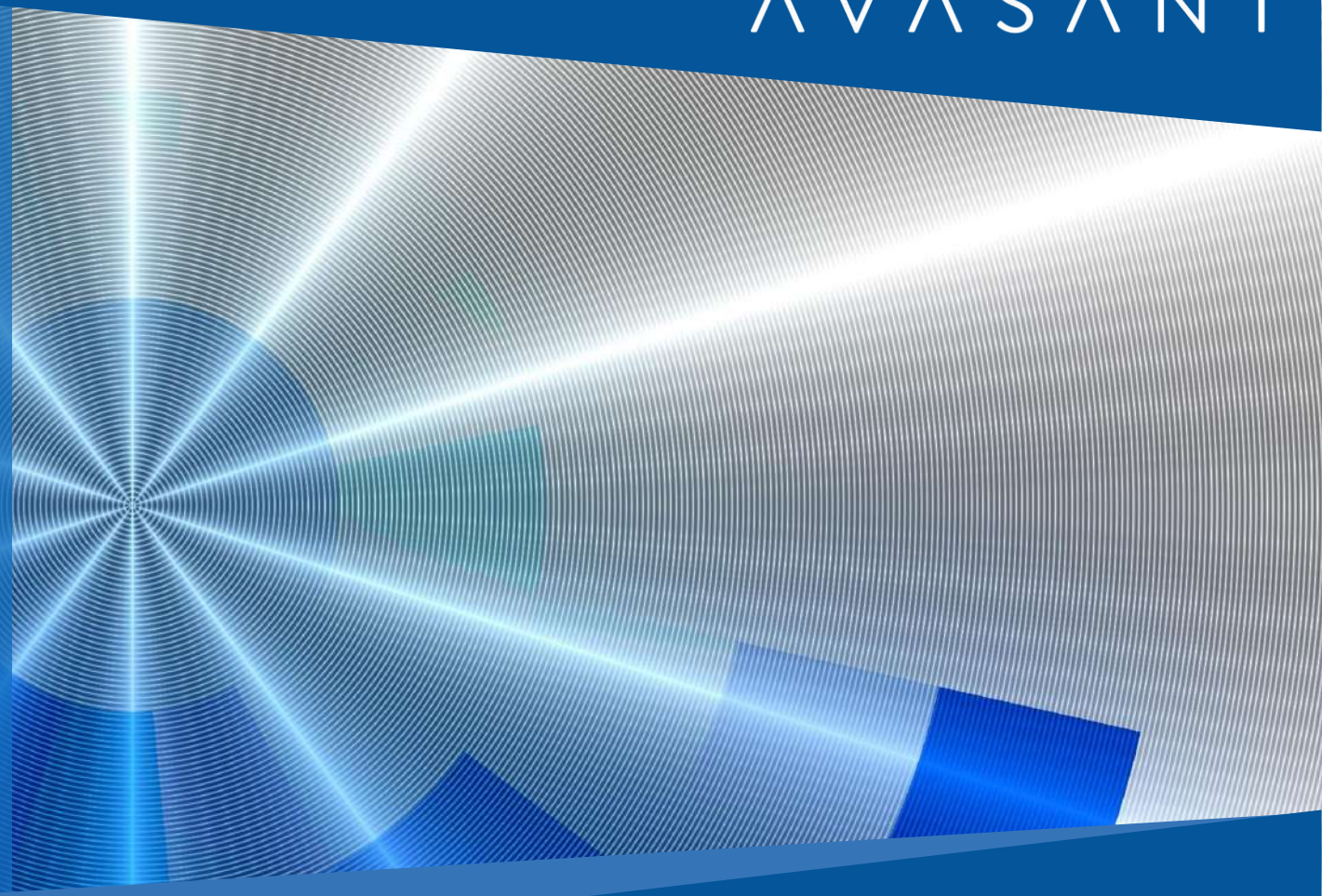
Quality Engineering Services 2026 RadarView™

Advancing quality engineering across AI-enabled software delivery

October 2026



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About the report

About the Quality Engineering Services 2026 Market Insights report

1. The *Quality Engineering Services 2026 Market Insights* is a companion report to the *Quality Engineering Services 2026 RadarView*. While the RadarView concentrates on evaluating service providers, this report takes a broader perspective, offering a comprehensive overview of the current state of the QE services market.

2. Amid growing interest in the quality engineering services space in recent years, this report aims to inform key stakeholders, including enterprises, service providers, and quality engineering leaders, about the major trends shaping this dynamic landscape. It explores the primary growth drivers, evolving strategic priorities, and the broader transformation of the QE ecosystem.

3. This report was created using detailed data collected through our ongoing market tracking, surveys, and public disclosures, such as Securities and Exchange Commission filings, annual reports, and quarterly earnings calls. We also used interactions with enterprise executives leading outsourcing initiatives and influencing service provider decisions, as well as conversations with service provider practice leaders.

4. The *Quality Engineering Services 2026 Market Insights* report aims to provide a view into important market trends and developments. It offers insights into key drivers influencing the adoption of quality engineering services, major challenges faced by enterprises while implementing quality engineering initiatives, use cases driving the various categories of quality engineering engagements, and the impact of generative AI and agentic AI integration on quality engineering services.

Key reports of Avasant's quality engineering services research



Market Insights™ 2026

This report provides a comprehensive overview of the quality engineering services landscape. It delves into the current state of the market and analyzes recent trends shaping the quality engineering services industry.



RadarView™ 2026

This report examines how leading service providers are delivering quality engineering services. It covers key supply-side trends and features a deep-dive analysis of providers that Avasant has recognized for their excellence and innovation in the space.

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Executive summary

Definition and scope

Defining quality engineering services

Quality engineering (QE) services help organizations improve software quality across the software development life cycle (SDLC) and production environment through a combination of people, processes, tools, and governance. It encompasses quality assurance (QA), shift-left and continuous testing practices, automation, and AI-enabled capabilities that enhance software reliability and performance, accelerate delivery, reduce defects, improve user experience, and help organizations meet regulatory and compliance requirements.

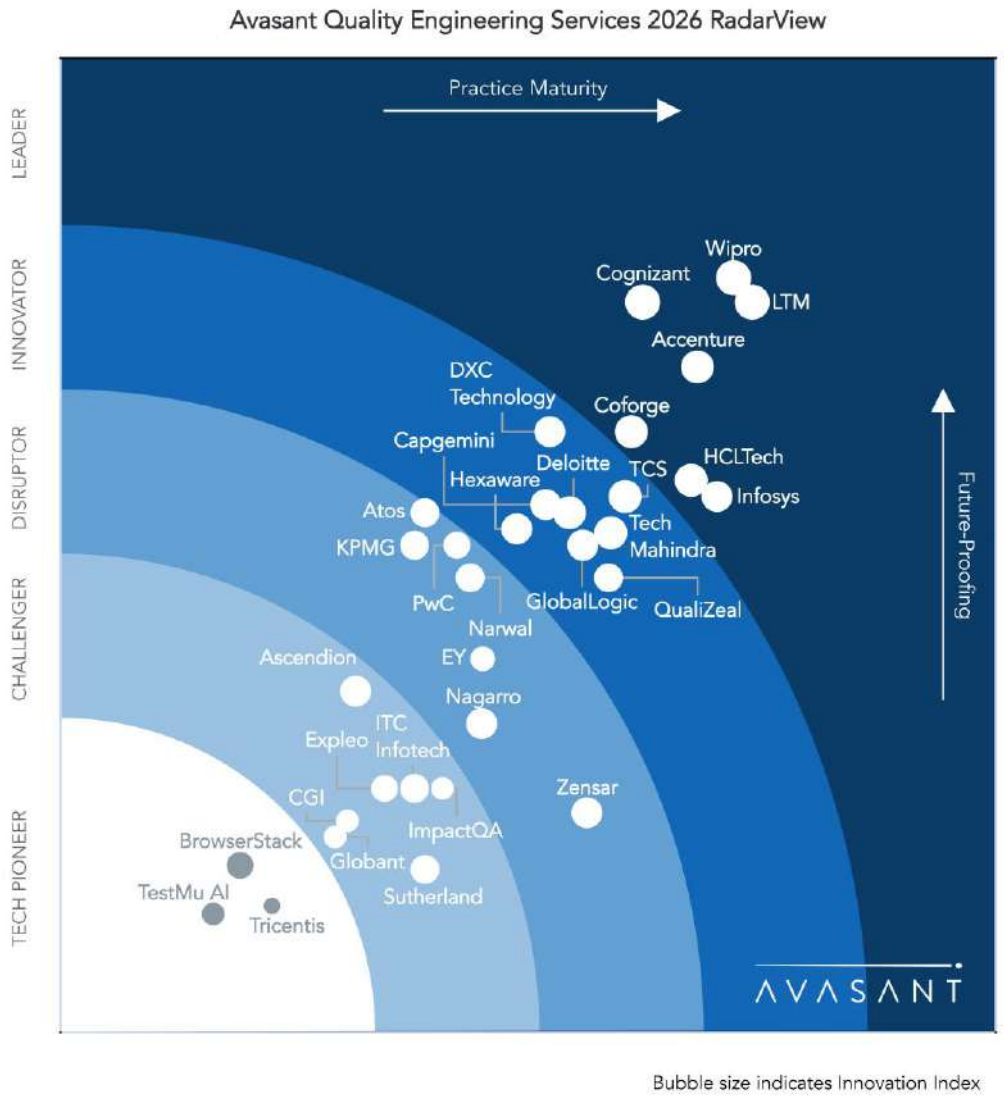
Key components of quality engineering services

Strategy and governance	• Assess QE and QA maturity and identify capability gaps • Define strategy, operating model, and transformation road map	• Establish quality metrics, KPIs, governance, and reporting cadence • Design and manage testing CoEs and managed testing models
Functional validation	• Perform test design, execution, defect management, and reporting • Conduct functional, system, integration, and regression testing	• Support API, service-layer, and end-to-end workflow validation • Enable business acceptance testing and release readiness
Nonfunctional validation	• Assess system performance, scalability, and resilience under load • Conduct security vulnerability assessment and penetration testing	• Validate user accessibility and cross-device compatibility • Verify adherence to regulatory and compliance standards
Test environment and data management	• Manage test environments across on-premises and cloud platforms • Enable repeatable environment provisioning and configuration	• Generate and mask test data to support compliant testing • Maintain test data refresh and version control across environments
Automation and continuous testing	• Build and maintain automated test frameworks • Define and enforce quality gates across the delivery pipeline	• Embed automated testing into build and release (CI/CD) pipelines • Develop and maintain test scripts to maximize coverage
AI-augmented testing	• Automate test case generation and risk-based prioritization • Enable self-healing test automation that adapts to updates	• Enable predictive defect analysis and root cause identification • Deploy autonomous agents for self-directed test execution

Key enterprise quality engineering services trends shaping the market

Gen AI accelerates QE while AI systems demand new assurance models	• The AI velocity gap is widening as generative AI and agentic development accelerate code volume, change velocity, and release frequency beyond traditional QE capacity, driving an 11% increase in QE services demand as of June 2026. • This is driving a two-sided QE response: using AI to accelerate software quality while building new assurance capabilities to validate AI systems for accuracy, safety, resilience, compliance, and business outcomes.
Enterprises are orchestrating QE across human-led, hybrid, and AI-led execution	• QE is moving beyond a single delivery model, with human-led, "human+AI" pod, and AI-led execution operating concurrently based on workload complexity, risk, process maturity, and the degree of automation possible. • Human involvement is becoming more selective as AI adoption increases, shifting from direct execution toward context setting, validation, exception handling, governance, and accountability for quality outcomes.
Enterprises are expanding specialized QE practices alongside broader AI adoption	• Enterprises are increasingly applying a variety of QE approaches across conversational, knowledge-based, agentic, and predictive AI applications, reflecting growing recognition that each application type introduces distinct risks spanning accuracy, decision autonomy, fairness, and explainability. • This is expanding QE beyond traditional testing to include response evaluation, adversarial testing, model assurance, continuous monitoring, and human oversight.
BFSI accounts for two in five QE services deals, accelerating demand for verticalized solutions	• Two in five quality engineering services deals are concentrated in BFSI, with high-tech, healthcare and life sciences, and retail and CPG next in line, reflecting the growing demand for specialized QE capabilities across software-intensive, highly regulated industries. • Providers are responding with domain-specific accelerators incorporating industry workflows, regulatory controls, and knowledge of industry-specific platforms, alongside reusable assets and AI-native capabilities.

Avasant's *Quality Engineering Services 2026 RadarView* recognizes 32 top-tier providers supporting the enterprise adoption of QE services



Note: Please refer to Avasant's *Quality Engineering Services 2026 RadarView* for detailed insights on service providers and supply-side trends.

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State of the market

Quality engineering is becoming a two-sided imperative in the AI era

AI is accelerating software delivery while AI-infused applications create new, non-deterministic quality risks, requiring QE to both accelerate assurance and establish trust.

AI-accelerated development
Gen AI and agentic tools are increasing code volume, change velocity, and release frequency.

AI velocity gap
Traditional QE approaches risk struggling to keep pace while maintaining release confidence and coverage.

Two-sided quality response
QE is evolving to both accelerate software quality with AI and assure the quality of AI-enabled systems.

11%
growth in QE services demand, YTD June 2026

How enterprises respond to the AI-driven quality imperative

AI for quality

- **AI-enabled testing across the life cycle:** Gen AI and agents are being used for requirements analysis, test design, test-case/script generation, test-data creation, execution, defect analysis, and reporting.
- **Shift toward multilevel agentic QE orchestration:** Testing is moving beyond task-level AI assistance toward orchestrated agents for test generation, execution and other QE activities, with human oversight in emerging implementations.
- **QE embedded into engineering platforms:** AI-based testing capabilities, reusable agents, and continuous testing are increasingly integrated into CI/CD and broader engineering workflows.
- **Human-plus-agent delivery models:** Providers are beginning to combine smaller QE teams with AI agents, reusable accelerators and platform-led delivery to support higher testing volumes and faster release cycles.

Quality for AI

- **Testing AI systems beyond functional correctness:** Enterprises are increasingly evaluating models, Gen AI applications, and agents for accuracy, relevance, safety, bias, resilience, and compliance.
- **Continuous AI evaluation and monitoring:** Evaluation datasets, behavioral scoring, thresholds, and observability are being used to identify AI drift and unacceptable outcomes after deployment.
- **Emergence of specialist AI-assurance capabilities:** LLM, model, and agent testing; AI evaluation; and AI governance are emerging as distinct capabilities alongside conventional QE.
- **Business-oriented AI assurance:** AI quality is increasingly being assessed against business journeys, rules, regulatory requirements and real-world outcomes, rather than technical model metrics alone.

Source: Avasant Research; Avasant Quality Engineering Services 2026 Survey and provider briefings

Quality engineering is adopting three concurrent delivery models based on workload risk and automation readiness

Human-led, AI-assisted, and AI-led execution can coexist within the same organization, with workload characteristics determining the appropriate level of human involvement.

	Human-led execution	Human+AI pod system	AI-led execution
Applicability	• **High-judgment work:** Requires significant business or domain expertise • **High-accountability activities:** Regulatory validation, formal approvals, and business acceptance • **Less-defined work:** New processes or activities where expected outcomes are not yet well documented	• **Context-dependent work:** Activities requiring business and technical understanding • **Execution-intensive work:** Test design, scripting, data preparation, modernization, and migration • **Higher-impact changes:** Human review remains important where changes can affect production	• **High-volume work:** Large volumes of repeatable activities with defined outcomes • **Lower-risk execution:** Suitable where errors have limited impact and can be corrected • **Automation-intensive activities:** Routine remediation, self-healing, and bulk conversion
Operating requirements	• **Domain expertise:** Critical knowledge resides with experienced professionals • **Documented processes:** Clear procedures support consistent execution • **Human judgement:** Decisions depend on contextual understanding rather than structured data alone	• **Relevant context:** AI needs access to business, technical, and application information • **Structured knowledge:** Reusable knowledge and prompts improve output quality • **Review mechanisms:** People validate AI-generated outputs and handle exceptions	• **Machine-readable information:** AI needs reliable application data, code, logs, and system records • **Defined boundaries:** Tasks must have clear limits and expected outcomes • **Controls and traceability:** AI actions need to be monitored, reviewed, and reversible
Human involvement	• **Execute:** People perform the work, using AI for assistance • **Apply judgement:** Domain experts make contextual decisions • **Own accountability:** Humans remain responsible for quality and outcomes	• **Guide and review:** People interact with AI tools, perform context setting, and validate its outputs • **Resolve exceptions:** Humans intervene where AI cannot reliably determine the right action	• **Supervise:** People oversee AI-led execution • **Manage exceptions:** Human intervention focuses on unusual or high-impact situations • **Govern outcomes:** People establish controls and monitor AI performance
Commercial construct	• **Resource-based:** Typically linked to time spent or dedicated resources • **Expertise-driven:** Pricing reflects hands-on execution and specialist knowledge	• **Output-oriented:** Increasingly suited to fixed-price or deliverable-based models • **Productivity-linked:** Greater predictability enables clearer measurement of work delivered	• **Outcome-oriented:** Creates potential for performance- or outcome-based models • **Measurement-dependent:** Wider adoption depends on confidence in measuring AI-driven outcomes

LOW — **Role of AI** — HIGH →

Source: Avasant Research; Avasant Quality Engineering Services 2026 Survey and provider briefings

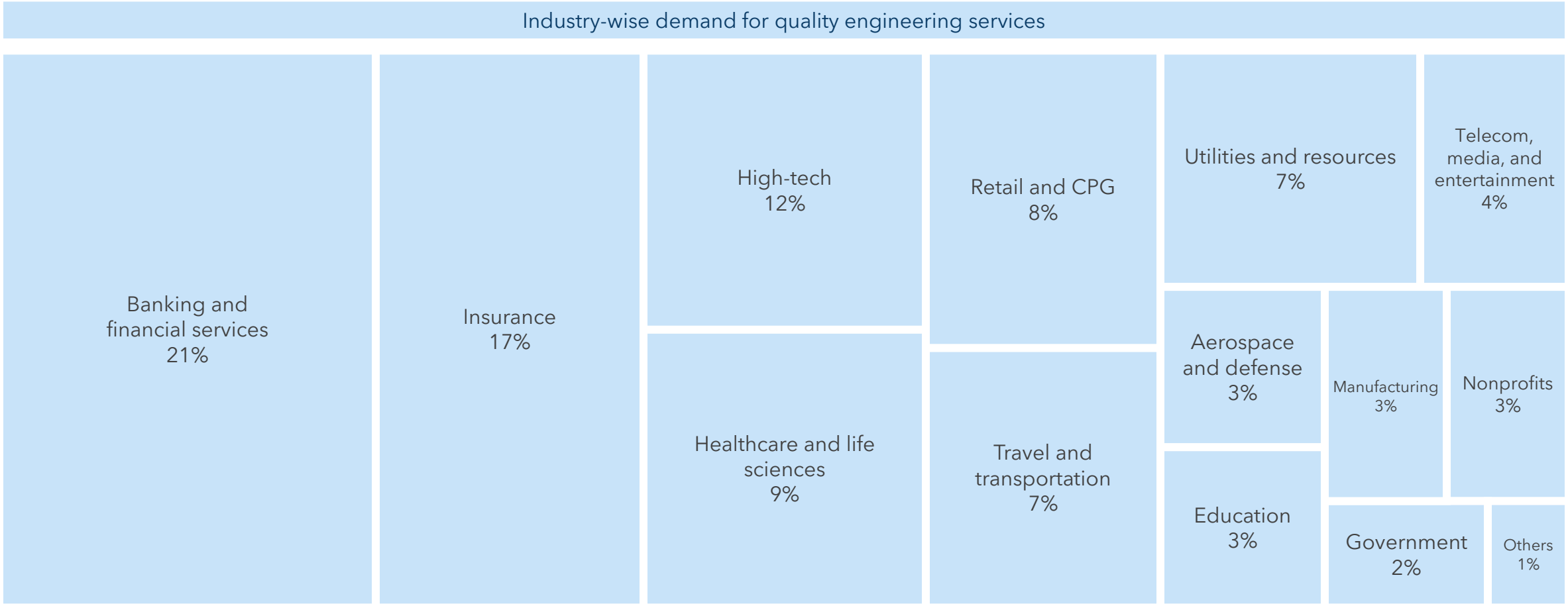
As AI use cases multiply, quality assurance is increasingly adapting to application-specific risks through tailored testing approaches

AI application type	Primary risks and pitfalls	Quality engineering approach
Conversational AI *Chatbots and AI assistants*	• **Incorrect or inconsistent responses:** AI may provide inaccurate answers or lose context across conversations • **Safety and security risks:** Systems can be exposed to prompt manipulation, harmful requests, or attempts to bypass safeguards • **Customer and employee impact:** Poor responses can affect trust, experience, and handling of sensitive information	• **Response evaluation:** Assess accuracy, relevance, consistency, tone, and appropriateness across large sets of interactions • **Adversarial testing:** Test resistance to manipulation, harmful prompts, and other unexpected inputs • **Human review:** Apply additional review to high-risk, sensitive, or customer-facing responses
AI with enterprise knowledge *Knowledge assistants and retrieval-based applications*	• **Incorrect information retrieval:** The system may retrieve irrelevant, incomplete, or outdated information • **Weak grounding:** Responses may not accurately reflect the underlying enterprise information • **Regression risk:** Changes to models, prompts, or knowledge sources can silently affect response quality	• **Retrieval evaluation:** Assess whether the right information is identified and used • **Response evaluation:** Test accuracy, relevance, grounding, and citation quality • **Continuous regression:** Re-run evaluations when models, prompts, or source content change • **Content freshness:** Monitor whether underlying knowledge remains current
AI agents and autonomous workflows *Systems that plan, decide, and execute actions*	• **Incorrect decisions:** Agents may select the wrong action or sequence of activities • **Execution errors:** Incorrect tool selection, inputs, API calls, or hand-offs can create downstream issues • **Unexpected behaviour:** Multistep or multi-agent workflows can produce outcomes that are difficult to predict before deployment	• **End-to-end evaluation:** Assess the complete chain of decisions, actions, and outcomes rather than only the final response • **Tool and workflow testing:** Validate tool selection, inputs, hand-offs, and execution logic • **Safety evaluation:** Test autonomous behavior under abnormal, adversarial, and higher-risk scenarios • **Runtime controls:** Monitor behavior and provide mechanisms to intervene or stop execution
Predictive and decision models *Classical machine learning applications*	• **Accuracy gaps:** Models may perform poorly on edge cases or situations that differ from training data • **Fairness concerns:** Model outcomes may vary inappropriately across different groups • **Data and model drift:** Performance can deteriorate as underlying data or operating conditions change • **Explainability requirements:** Some decisions require greater transparency into how outcomes were reached	• **Data assurance:** Assess training data for quality, coverage, bias, and realism • **Model evaluation:** Test accuracy, robustness, fairness, and explainability before deployment • **Scenario testing:** Test edge cases and unusual inputs that may expose model weaknesses • **Production monitoring:** Continuously monitor performance and changes in underlying data

Source: Avasant Research; Avasant Quality Engineering Services 2026 Survey and provider briefings

BFSI accounts for two in five quality engineering services deals, followed by high-tech, healthcare and life sciences, and retail and CPG

BFSI, high-tech, and healthcare and life sciences lead the demand for QE services, driven by rapid AI and software adoption alongside mission-critical use cases such as real-time payments, trading platforms, AI copilots, digital health systems, and clinical decision workflows.



Note: High-tech includes independent software vendors and application developers. "Others" includes sectors such as construction, real estate, and hospitality.
Source: Avasant Research; Avasant Quality Engineering Services 2026 Survey and provider briefings. N=1,668 QE client enterprises across participating service providers.

Enterprises increasingly leverage industry-specific solutions that integrate domain knowledge, regulatory requirements, and platform-specific test assets

Key industry-specific solution categories

Banking and financial services

Core banking and payments test assets: Prebuilt assets support testing across Temenos, FLEXCUBE, BaNCS, and Finastra, with payment-rail and ISO 20022/SWIFT validation abilities.

Transaction and message-integrity assets: Specialized capabilities validate post-trade and market-data workflows, card servicing and payments, and financial message conversion and file/database comparisons.

Insurance

Core insurance platform test accelerators: Prebuilt testing capabilities support Guidewire, Duck Creek, and Majesco across policy, billing, and claims workflows, including code-free UAT and self-healing automation.

Claims, underwriting, and fraud assurance: Domain-specific agents support claims, underwriting, and fraud testing, complemented by AI guardrails, prompt-injection testing and LLM evaluation capabilities.

High-tech

Device, network, and experience qualification: Specialized testing capabilities support device, 5G/IoT, computer-vision, OTT, and streaming environments.

AI-native engineering enablement: Agentic test generation, RAG-based code intelligence, telemetry-driven performance modeling, and LLM/agent evaluation are integrated into engineering workflows.

Healthcare and life sciences

Regulatory validation and evidence packs: Specialized assets support GxP and 21 CFR Part 11 validation, HIPAA-aligned data integrity, PHI-safe test data, and EHR/PBM and claims workflows.

Payor and clinical AI assurance: Domain-specific capabilities validate claims and pricing accuracy, member journeys, and the performance, bias, and drift of diagnostic and triage models.

Retail and CPG

POS assurance platforms: Specialized assets validate POS, omnichannel checkout, payments, loyalty, and digital customer journeys across store and online channels.

Retail platform and peak-season assurance: Domain-specific test packs support Oracle Retail, SAP, Blue Yonder, and retail warehouse management platforms, with AI-powered validation for peak-sale events and catalog data.

Illustrative examples

A Saudi Arabia-based bank

Leveraged ITC Infotech's iQStudio to generate test cases, predict defects, and automate testing, reducing test design and execution effort by 60% and optimizing testing resources.

A global insurance company

Leveraged Wipro's WEGA to support conversational QE across business units, using prompt libraries and LLM evaluation capabilities to reduce test-design effort by 30%–40%.

A global tech company

Leveraged QualiZeal's AI-driven QE ecosystem to convert DevOps test cases into test scripts and use live application performance data for performance modeling, enabling 3x faster test creation.

A US-based healthcare payor

Leveraged Cognizant's RANS platform for AI-driven impact analysis, test generation, and defect prediction, achieving 98% regression automation and saving 35,000 hours annually.

A Fortune 500 retailer

Leveraged Zensar's CaseGeni to generate risk-weighted test cases from domain context, and DataGeni for schema-aware, PII-safe test data on demand, designing tests 60% faster.

Note: PHI: protected health information; EHR: electronic health record; PBM: pharmacy benefit manager; POS: point of sale; PII: personally identifiable information
Source: Avasant Research; Avasant Quality Engineering Services 2026 Survey and provider briefings

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Future outlook

The next wave of QE will address new quality risks across AI-generated code, autonomous agents, enterprise knowledge, and software-defined products

Business specifications become the new quality gate	As coding agents generate more enterprise code, organizations will increasingly define executable specifications and acceptance criteria before development begins. QE will shift upstream from validating completed code to establishing the conditions that the code and agents must satisfy.
Test effectiveness takes precedence over coverage	As AI generates tests at scale, coverage will become less indicative of actual quality. Enterprises will increasingly use techniques such as mutation testing to measure defect-detection effectiveness, while pruning redundant tests to manage execution and maintenance costs.
Agent and tool conformance becomes part of enterprise QE	As enterprises connect AI agents to internal systems through model context protocol and other agent protocols, testing will extend to the agents and tools themselves. Organizations will increasingly validate permissions, interface contracts, and expected behavior before allowing agents into production environments.
Knowledge bases become part of the quality landscape	As RAG applications and AI agents depend on enterprise knowledge, QE will increasingly extend to the underlying content. Enterprises will test for stale or conflicting information, retrieval quality, and permission leakage to ensure AI systems provide accurate and appropriately authorized responses.
Post-quantum migration expands the scope of security testing	As enterprises move from post-quantum cryptography planning to implementation, testing will increasingly focus on interoperability with legacy systems, performance impacts from larger keys and signatures, and the ability to change cryptographic algorithms without major application rework.
Simulation becomes a larger part of product validation	As software-defined products become more complex, automotive, industrial, and medical-device companies will increasingly validate software through digital twins and simulated environments before physical testing. Gen AI will expand the range of edge cases that can be tested digitally, while physical validation will remain critical for certification and final verification.

Source: Avasant Research

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Wipro profile

Wipro: RadarView profile



Practice maturity ★★★★★

Future-proofing ★★★★★

Has built specialized QE agents for banking to support regulatory assurance, transaction integrity, and release testing. Has partnered with a software testing company to deliver AI-driven QE solutions.

Practice overview

- Practice size: 33K+
- Active clients: 730+
- Certified/trained resources: 90%+ workforce L1 certified in AI; 70%+ workforce L2 certified in AI
- Delivery highlights: Delivery presence in 60+ countries

>USD 500M	5%–10%
QE services revenue, YTD June 2026	Practice revenue growth, YTD June 2026

Client case studies

- Delivered continuous testing and shift-left adoption for a UK-based retail bank to accelerate releases and improve defect prevention. This helped achieve 85% faster releases, 0% defect slippage, about 70% cost reduction, and more than 5,600 hours saved.
- Deployed an agentic QE ecosystem for a global insurer to scale AI adoption and improve testing across enterprise applications. This helped achieve over £150K in annualized cost savings, 30%–40% lower test design effort, and 25%–35% faster automation scripting.
- Enabled end-to-end digital assurance for an apparel and footwear brand to ensure localized e-commerce quality and holiday-season resilience across high-revenue brands. This helped achieve 100% coverage across more than 45 releases and reduced visual testing effort by 72%.
- Leveraged an AI-led QE approach and SAP Testing CoE for a multinational technology company to safeguard SAP production quality and support its S/4HANA transformation. This helped achieve over 70% end to end inventory automation and 35%–40% testing cost savings.

Key IP and assets

- WEGA for QE: An AI-powered autonomous testing and quality intelligence platform
- WINGS: A platform to enhance QE through AI-powered issue resolution and observability
- Topcoder: A platform to scale testing through crowdsourced, on-demand QE services

Partnerships/alliances

Technology partners

aws, Google Cloud, Microsoft, GenRocket, Tricentis, TestMu AI (Formerly LAMBDATEST), harness, ACCELQ, disseqt, Katalon, functionize, Skyramp

Sample clients

- A UK-based retail bank
- A global insurer
- An apparel and footwear brand
- A multinational technology company
- A US-based healthcare and insurance company
- A European telecom operator
- A US-based logistics and e-shipping provider
- An Australian digital insurance and banking solutions provider
- An Australian state transport and public services agency

Industry coverage

- Aerospace & defense
- Banking
- Education
- Financial services
- Government
- Healthcare & life sciences
- High-tech
- Insurance
- Manufacturing
- Nonprofits
- Retail & CPG
- Telecom, media & entertainment
- Travel & transportation
- Utilities & resources

Darker color indicates higher industry concentration:

Note: QE&A: Quality engineering and assurance

Wipro: RadarView profile

Analyst insights

Practice maturity

★★★★★

- Wipro provides autonomous quality engineering (QE) capabilities to automate test activities, support software delivery workflows, and improve quality validation.
- It provides an AI-first, platform-led QE model through WEGA QE, bringing together 48 specialized agents across functional and nonfunctional assurance and more than 150 use cases. The platform is hyperscaler- and model-agnostic, integrating with IDEs and CLIs, engineering tools, and CI/CD pipelines to embed AI-driven quality engineering in software development workflows and client environments.
- It has built an integrated QE and assurance model spanning enterprise applications, hardware, embedded software, connected products, cloud, infrastructure, and business processes, applying a unified quality and risk framework across functional, nonfunctional, and end-to-end validation. The model is supported by over 30 CoEs and dedicated labs for chip-to-cloud solution development, R&D, talent enablement, and client delivery.
- It supports industry-specific quality engineering through specialized QE agents for banking, covering regulatory assurance, transaction and payment integrity, customer and channel experience, data and interoperability, and release confidence.

Future-proofing

★★★★★

Partner ecosystem

- Wipro partners with Tricentis to deliver AI-driven QE solutions, leveraging Tricentis Tosca for model-based test automation and SAP S/4HANA assurance, along with AI-led test case generation and automated test maintenance and script updates in response to application changes.
- It collaborates with leading AI assurance and testing partners, including TestMu AI, BrowserStack, Anthropic, NVIDIA, and Disseqt, enabling AI model validation, agent testing, prompt injection testing, AI observability, responsible AI assurance, and continuous quality engineering for AI-powered applications.
- It also partners with vendors, including ACCELQ, Katalon, GenRocket, Harness, Skyramp, and SmartBear for AI-driven QE automation.

Investments and innovation

- In May 2026, Wipro acquired Mindsprint, to strengthen testing through domain-centric QE, ERP assurance, and end-to-end validation of business applications.
- Through Wipro Ventures, the company has invested in startups including Functionize, Factory.ai, Pay-i, Arcade.dev, Lineaje/UnifAI, and Riscosity to strengthen autonomous testing, agent-native SDLC, AI observability, responsible AI governance, and API security.
- It has launched an Anthropic CoE to accelerate enterprise AI adoption through reusable accelerators, industry solutions, and talent enablement, with more than 15,000 Claude-trained associates and over 120 Claude-led use cases.

Note: IDE: Integrated Development Environments, CLI: Command-Line Interfaces, CI/CD: Continuous integration and continuous delivery

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Appendix:
About RadarView

Quality Engineering Services 2026 RadarView assesses service providers across the following dimensions

Practice maturity

- This dimension considers the current state of a provider's quality engineering services practice in terms of its strategic importance for the provider, the maturity of its offerings and capabilities, and client engagement.
- The crucial aspects in this dimension are the width and depth of the client base, usage of proprietary/outsourced tools and platforms, and quality of talent and execution capabilities.

Future-proofing

This dimension evaluates how the provider is preparing for the future by combining initiatives across the investments and innovations and the domain/partner ecosystem defined below:

- *Investments and innovation:* This dimension measures the strategic direction of the provider's investments and resultant innovations in the offerings and commercial model, and how it aligns with the future direction of the industry. The critical aspects of this dimension include both organic and inorganic investments toward capability and offering growth, technology development, and human capital development, along with innovative solutions developed with strategic partners.
- *Domain/Partner ecosystem:* This dimension assesses the nature of the provider's partner ecosystem, the objectives of the partnerships (codevelopment and co-innovation), and engagement with solutions providers, startup communities, and industry associations. Vital aspects in this dimension are joint development programs around offerings, go-to-market approaches, and the overall depth of partnerships.

Note: As innovation becomes a critical provider selection criterion for enterprises, we have also included an "Innovation Index" in the RadarView representation. This index is derived from the provider's investments in IP, technology partnerships, domain partnerships, service and model changes, and training and development. It also incorporates market feedback about the provider's innovative approaches during engagements.

Research methodology and coverage

Avasant based its analysis on several sources:

Public disclosures	Publicly available information from sources such as Securities and Exchange Commission filings, annual reports, quarterly earnings calls, and executive interviews and statements
Market interactions	Discussions with enterprise executives leading digital initiatives and influencing service provider selection and engagement
Provider inputs	Inputs collected through an online questionnaire and structured briefings in July–September 2026

Of the 51 service providers assessed, the following are the final 32 featured in the *Quality Engineering Services 2026 RadarView*:

accenture, Ascendion, Atos, Capgemini, Coforge, CGI, cognizant, Deloitte., DXC TECHNOLOGY, expleo, EY, GlobalLogic, Globant, HCLTech, HEXAWARE, ImpactQA, Infosys, ITC INFOTECH Business-friendly Solutions, KPMG, LTM, nagarro, NARWAL, pwc, QUALIZEAL, SUTHERLAND, TCS TATA CONSULTANCY SERVICES, Tech Mahindra, wipro, zensar, BrowserStack, TestMu AI Formerly LAMBDATEST, Tricentis

Note: Assessments for Accenture, Ascendion, BrowserStack, Capgemini, CGI, Deloitte, DXC Technology, EY, Expleo, GlobalLogic, Globant, Hexaware, ImpactQA, Infosys, KPMG, Nagarro, PwC, Sutherland Global, TCS, TestMu AI, Tricentis were conducted based solely on public disclosures and market interactions.

Reading the RadarView

Avasant has recognized service providers in five classifications:



Leaders show consistent excellence across all key dimensions of the RadarView assessment (practice maturity and future-proofing) and have had a superior impact on the marketplace. These providers have shown true creativity and innovation and have established trends and best practices for the industry. They have proven their commitment to the industry and are recognized as thought leaders in their space, setting the standard for the rest of the industry to follow. Leaders display a superior quality of execution and a reliable depth and breadth across verticals.



Innovators show a penchant for reinventing concepts and avenues, changing the very nature of how things are done from the ground up. Unlike leaders, innovators have chosen to dominate a few select areas or industries and distinguish themselves through superior innovation. These radicals are always hungry to create pioneering advancements in the industry and are actively sought after as trailblazers, redefining the rules of the game.



Disruptors enjoy inverting established norms and developing novel approaches that invigorate the industry. These providers choose to have a razor-sharp focus on a few specific areas and address those at a high level of granularity and commitment, which results in tectonic shifts. While disruptors might not have the consistent depth and breadth across many verticals like leaders or the innovation capabilities of innovators, they exhibit superior capabilities in their areas of focus.



Challengers strive to break the mold and develop groundbreaking techniques, technologies, and methodologies on their way to establishing a unique position. While they may not have the scale of the providers in other categories, challengers are eager and nimble and use their high speed of execution to great effect as they scale heights in the industry. Challengers have a track record of delivering quality projects for their most demanding Global 2000 clients. In select areas and industries, challengers might have capabilities that match or exceed those of the providers in other categories.



Tech Pioneers are platform-first providers reshaping services through technologies, ecosystem orchestration, and long-term bets. These providers demonstrate strong future-proofing capabilities, marked by significant investments in next-generation technologies, differentiated IP, and deep innovation pipelines. Tech Pioneers exert influence through their ability to shape customer road maps, catalyze new service models, and accelerate market transitions. While their service delivery maturity may still be evolving, their impact lies in their role as catalysts, introducing new paradigms, enabling rapid experimentation, and driving early adoption of transformative capabilities.

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