Cognizant Next-GenTesting

Vendor Assessment
Report Abstract

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15 pages

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Who Is This Vendor Assessment For?

NelsonHall's Software Testing Vendor Assessment for Cognizant is a comprehensive assessment of Cognizant's next-gen testing service 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

Cognizant provides software testing services almost exclusively through its testing practice, Quality Engineering and Assurance (QE&A). NelsonHall estimates that QE&A has ~33k testers (not including SAP/enterprise application testing, software product testing within TriZetto, or testing work done as part of IT infrastructure services units or security). This represents 13% of the headcount of Cognizant.

QE&A has 650 clients, including 50 Fortune 100 organizations. The practice services 12 verticals, of which BFSI and life science and healthcare are the largest. It is a horizontal practice. This makes QE&A one of the largest testing practices globally.

An important element of the value proposition of QE&A is around investment in automation across the full testing lifecycle. The practice is pursuing its Zero Touch QA concept, where all testing activities, from testing requirement collection to testing execution, are fully automated. Zero Touch QA is currently a vision, with Cognizant being involved in pilots and projects in this space.

The second element of this vision is around deepening its usage of testing services in the lab. An example is around service virtualization and expanding its use of service virtualization technology to create digital twins for testing purpose. For instance, QE&A has deployed this approach with two clients: with a pharma company, for virtualizing a digital pill, and with a tier-one family resort operator, for its park rides. The digital twin approach allows QE&A to perform test cases that are not possible in real life, such as simulating an accident in a park ride, or the ingestion of medication by a patient.

Along with this approach, QE&A has also created its crowdtesting platform and activities. The practice is one of the few IT services vendors that provide crowdtesting directly, conducting mostly UX testing services. Cognizant QE&A highlights that its crowdtesting capabilities are an important differentiator, especially when combined with functional and non-functional testing services. The offering of QE&A goes beyond crowdtesting and is called fastest.

Finally, outside of this report on next-gen testing services Cognizant QE&A highlights the importance of industry expertise to provide an industry relevant service. QE&A works with Cognizant Consulting on joint solutions and project definitions to bring this industry-relevant services.

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Scope of the Report

The report provides a comprehensive and objective analysis of Cognizant's next-gen testing 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.

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