



LTI Digital Testing

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Software Testing Vendor Assessment for LTI is a comprehensive assessment of LTI's digital testing 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

Assurance Services is one of LTI's main service lines. At the end of 2016, it had a headcount of 3.1k and was serving 126 active clients.

Assurance Services has a very different profile from LTI overall: it has focused its development on BFSI (which accounts for 76% of its revenues), of which insurance is most important (35%). Also, its client base is predominantly in North America and Europe (mostly the U.K.) (see Revenue Summary section).

Assurance Services focuses on several verticals including banking and financial services, insurance, media and entertainment, manufacturing; and on several technologies including test automation, non-functional, ERP, digital, cloud, agile/DevOps, and data.

Assurance Services' largest testing clients are a U.S. headquartered bank, a U.S. media firm, a U.S. P&C insurance firm, a U.K. P&C insurer, and a South African bank. It has several contracts that involve up to ~400 career testers, and TCVs up to ~\$40m.

Since FY15, Assurance Services has been pushing several priorities, including:

- Service portfolio: to drive service verticalization (e.g. in insurance, working further with Guidewire and Insurity for P&C insurance processing); and to further focus on big data and analytics, DevOps, cloud, UX, and software product testing
- Personnel: investing in certifications, focusing on Tricentis Tosca and CA Lisa in particular.

As part of its investment in its service portfolio and IP, Assurance Services has emphasized its capabilities around:

- Digital: with its focus on UX testing, with its DiCE platform
- Continuous testing: with its DevOps platform, Platform for Assurance and Test Orchestration (PLATO).

Assurance Services is pushing its consultative capabilities and its ability to conduct workshops on digital testing; it has created six digital test labs. These labs are showrooms and provide access to mobile devices, wearables, and AR/VR, as well as Assurance Services' main digital IP and platforms (in particular DiCE). Assurance Services is currently rolling out these digital test labs, and has one in Pune, two in Bangalore, and three in the U.S.



Scope of the Report

The report provides a comprehensive and objective analysis of LTI's digital testing 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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