



TCS Software Testing Services: Advanced Automation

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Software Testing Vendor Assessment for TCS is a comprehensive assessment of TCS' advanced automation 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

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 by vertical, 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/IP:

- Smart QE Platform, e.g., AI-based automation. QET continues to enrich Smart QE with new offerings such as test data and environment management, release orchestration and test suite optimization
- 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 subsection for more information. The platform has ~30 clients
- Digital Video Assurance, i.e., video content testing across devices and OS
- Big Data & Analytics, data testing, and analytical model testing.

QET continues to invest in both IP and service portfolios; examples include TCS Digital Video Assurance and BITS, its big data testing IP.

NelsonHall estimates that approximately 45k career testers work across the different ISUs of TCS.



Scope of the Report

The report provides a comprehensive and objective analysis of TCS' advanced automation 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.

Contents

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3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths and Challenges
8. Outlook

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