Ovum ranks Capgemini Group number 1 for outsourced testing services

The combined Capgemini and Sogeti testing practice tops league table of 13 major vendors through ample capacity plus outstanding test process expertise, customer intimacy and responsiveness

Capgemini Group's many years of value-adding structured testing have been crowned by a #1 ranking in a new study from leading independent analyst Ovum. The combined testing practice of Capgemini and Sogeti topped a league table of 13 major vendors in Ovum's 2011 benchmarking study of testing services.

The study mentioned Capgemini Group's test process expertise, customer intimacy and responsiveness, in addition to its capacity of more than 8,000 test professionals plus 12,500 test-capable application specialists. Also singled out was our structured testing using Sogeti's Test Management Approach (TMap®) and Test Process Improvement (TPI®) methodologies. A further considera-

tion was our ability to accommodate clients' linguistic and cultural requirements – one advantage of our decision to base a high proportion of our testing practice onshore or nearshore, so that local teams can work alongside clients' own IT professionals.

Ovum evaluated the 13 vendors in the study against 20 key criteria commonly used by customers to select outsourced testing services. These criteria ranged from cost and value through to expertise in data management and responsiveness. Capgemini Group's testing services ranked highest overall.

Why we are number one in testing

The capacity, process excellence, client intimacy and responsiveness identified by Ovum translate into quality testing services, and quality applications, for our clients. We have focused on testing as a specialist and professional discipline for over 25 years, producing a unique marriage of testing expertise and business insight that our clients value. Our portfolio of services helps clients lower the costs of new and existing IT applications, and enables faster delivery with higher quality.

Ovum's evaluation of Capgemini Group

Ovum's report describes Capgemini Group, comprising both Capgemini and Sogeti's testing units, as having "a world-class testing service that is growing … despite formidable competition from US multinationals... Indian heritage SIs... and local heroes..." As well as the group's large pool of career testers and also test-capable staff, we are singled out for our testing and process expertise, and the levels of customer intimacy and responsiveness we maintain.

The study emphasizes the importance of the testing process, both for keeping down test costs and for getting buy-in from C-level decision-makers. "More than any other vendor, Capgemini is an expert on the testing process," states the report, citing both Sogeti's TMap® and TPI® models, both of which have been evolving since the 1990s, and have been adopted by our clients and others, including competing testing services vendors. Ovum writes that no other approaches have "the level of adoption and recognition of the Capgemini methods".

Ovum also singles out the intimacy that Capgemini and Sogeti develop with their clients. According to Ovum, this intimacy is generally easier for smaller vendors, but Capgemini Group achieves it because it "leverages its capabilities in consulting to gain an in-depth understanding of its testing customers" and their technology and business challenges. We are praised for the way we collaborate with clients to define SLAs and KPIs, and for the fact that: "Throughout any testing engagement, Capgemini remains open and transparent with customers, contributing to a trusting relationship." According to Ovum, we are more able than most competitors to "accommodate the linguistic and cultural requirements of its customers, especially those in continental Europe", thanks to our ability to provide local teams to collaborate with our clients' own staff. Capgemini's combination of size and intimacy gives it an important advantage. "No other testing services vendor has managed to establish a global presence and strong connections with its customers the way Capgemini has" the Ovum report sums up.

The Ovum study

Services Guide: Outsourced Testing – Benchmarking software and systems testing services vendors was written by Dr Alexander Simkin and published by Ovum in November 2011. The study evaluated 13 software and systems testing services providers worldwide against 20 key criteria including cost and value, service portfolio, domain expertise, innovation and talent pool. Ovum ranked Capgemini Group number one overall.

> "For a vendor of Capgemini Group's size, its ability to build deep, enduring customer relationships with its testing customers is impressive. No other testing services vendor has managed to establish a global presence and strong connections with its customers the way Capgemini Group has."
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> **Dr. Alexander Simkin**
> Lead Analyst, Ovum

About Capgemini and Sogeti

With more than 115,000 people in 40 countries, The Capgemini Group is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2010 global revenues of EUR 8.7 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model. Sogeti, its wholly-owned subsidiary, is a leading provider of local professional services, bringing together more than 20,000 professionals in 15 countries and is present in over 100 locations in Europe, the US and India.

Together, Capgemini and Sogeti have developed innovative, business-driven quality assurance (QA) and testing services, combining best-in-breed testing methodologies (TMap® and TPI®) and the global delivery model, Rightshore®, to help organizations achieve their testing and QA goals. Capgemini and Sogeti have created one of the largest dedicated testing practices in the world, with over 8,200 test professionals and a further 12,500 application specialists, notably through a common center of excellence with testing specialists developed in India.

For more information, please visit:
www.capgemini.com/testing
www.sogeti.com/testing