



# Everest Group Low-code Application Development Services PEAK Matrix<sup>®</sup> Assessment 2023 | Appian Platform

Focus on Infosys  
May 2023



## Introduction

Low-code application development has become increasingly popular as businesses seek to streamline their software development processes and improve their ability to rapidly respond to market changes. As we enter 2023, low-code application development platforms have evolved to offer even more advanced capabilities, such as AI and ML integration, increased automation, and improved collaboration features.

Pure play low-code platforms are emerging as a significant component of an enterprise technology stack. Platforms such as Appian, Mendix, and OutSystems are becoming increasingly adept at building enterprise-grade applications. As the demand for these platforms rises meteorically, there is also a corresponding rise seen in the demand for low-code application development services.

In the full report, we present an assessment and the detailed profiles of 15 Appian application development service providers featured on the [Low-code Application Development Services PEAK Matrix® Assessment 2023](#). The assessment is based on Everest Group’s annual RFI process for the calendar year 2022, interactions with leading low-code application development service providers, client reference checks, and an ongoing analysis of the low-code application development services market. We focus on:

- **Leaders:** Coforge, Infosys, TCS, WNS Vuram, and Xebia
- **Major Contenders:** Atos, Bits In Glass, Happiest Minds, KPMG, PwC, Roboyo, Vision Point Systems, and Yexle
- **Aspirants:** Valcon and Zimpatca

### Scope of this report



**Geography**  
Global



**Industry**  
Low-code application development  
service providers



**Services**  
Low-code application  
development services

## Low-code application development services PEAK Matrix® characteristics

### Leaders

Coforge, Infosys, TCS, WNS Vuram, and Xebia

- Leaders demonstrate superior vision and strategy for low-code application development services. They have a strong understanding of the market trends, customer needs, and emerging technologies, as well as a robust roadmap for delivering innovative and effective solutions to their clients
- Leaders in this category have strong delivery capabilities and a proven track record of delivering successful low-code application development projects across different industries and geographies. They have well-defined delivery models, processes, and tools to ensure efficient and effective project execution. They also have a strong partner ecosystem to leverage the latest technologies and accelerate innovation

### Major Contenders

Atos, Bits In Glass, Happiest Minds, KPMG, PwC, Roboyo, Vision Point Systems, and Yexle

- Major Contenders have a significant market presence, with a growing customer base across industries and geographies. They have a regional or niche focus but are expanding their footprint and capabilities
- Major Contenders have a good level of customer satisfaction but do not have the same level of focus on customer feedback and continuous improvement as the Leaders. They are focused on building strong relationships with their clients and delivering value-added services

### Aspirants

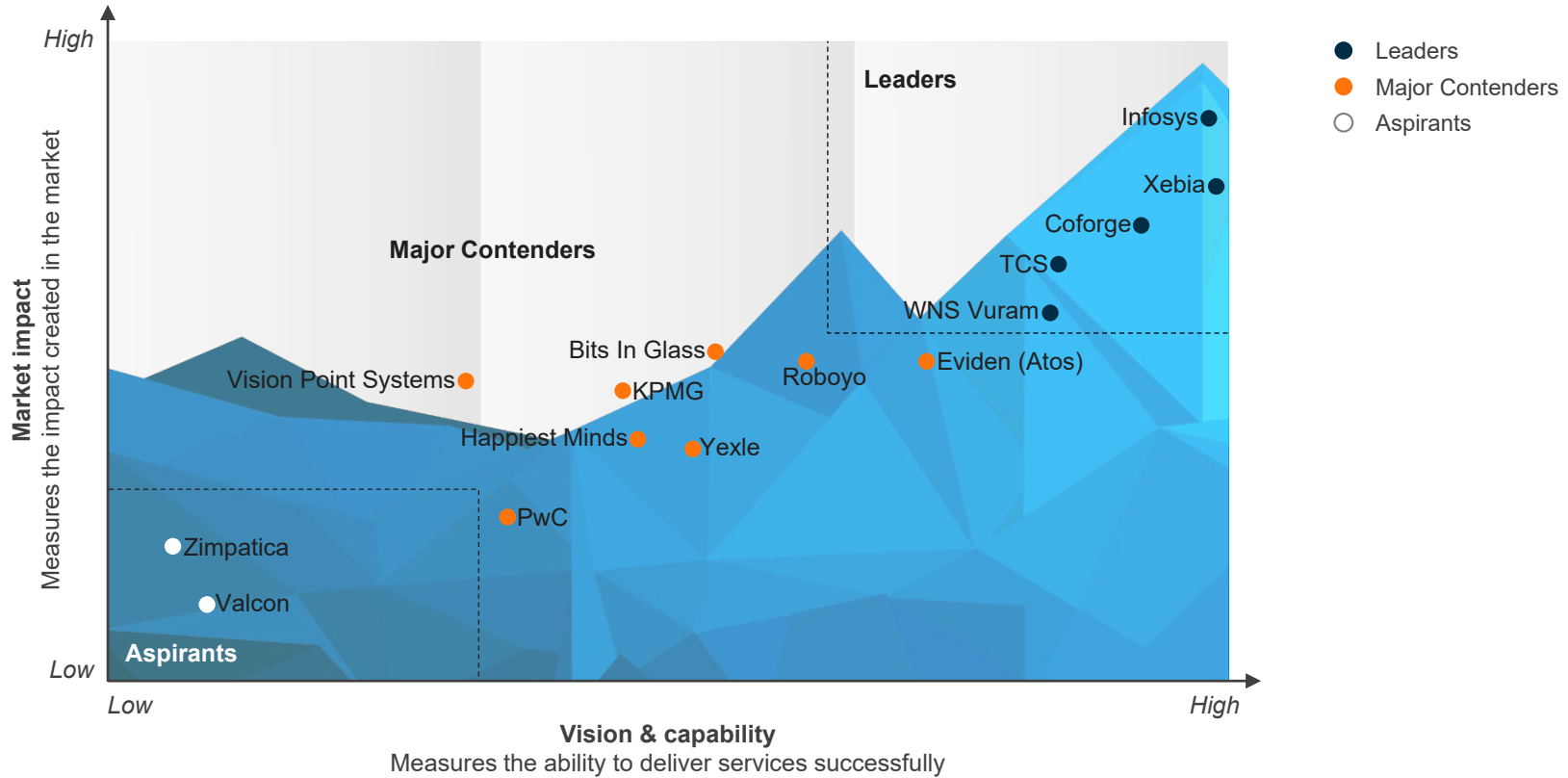
Valcon and Zimpatica

- Aspirants have a focus on technology and innovation, but not at the same level of investment and partnership as the Leaders and Major Contenders. They are looking to leverage new technologies and emerging trends in low-code application development to deliver value-added solutions to their clients
- Aspirants have a limited market presence but are expanding their footprint and capabilities. They are looking to grow and diversify their customer base and continuously improve their services to meet client needs

# Everest Group PEAK Matrix®

## Low-code Application Development Services PEAK Matrix® Assessment 2023 | Appian Platform – Infosys is positioned as a Leader

Everest Group Low-code Application Development Services PEAK Matrix® Assessment 2023 | Appian Platform<sup>1</sup>



<sup>1</sup> Assessments for Bits In Glass, KPMG, PwC, Roboyo, Valcon, Vision Point Systems, Yexle, and Zimpatica service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers  
Source: Everest Group (2023)

# Infosys profile (page 1 of 4)

## Overview

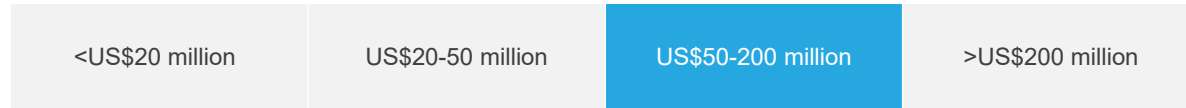
### Vision

Infosys aims to drive digital fluidity powered by low-code platforms. The Infosys low-code framework aims to automate business processes, enhance user experience, integrate easily across platforms, and unify data. Infosys believes that low-code-driven digital fluidity is envisaged and designed to drive hyper-personalized and connected experiences through future-forward processes.

### Scope of services

Infosys provides well-defined low-code services on the fitment of the strategy for the application life cycle and varied ecosystem needs. It helps establish stronger governance, operations, security, and monitoring mechanisms for scaled deployment, as well as a collaborative development model to ease community development.

### Appian services revenue

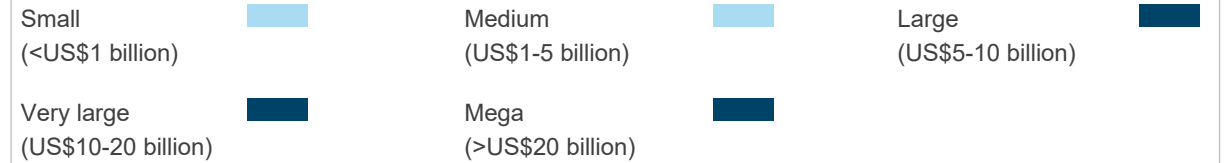


■ Low (<10%)
 ■ Medium (10-20%)
 ■ High (>20%)

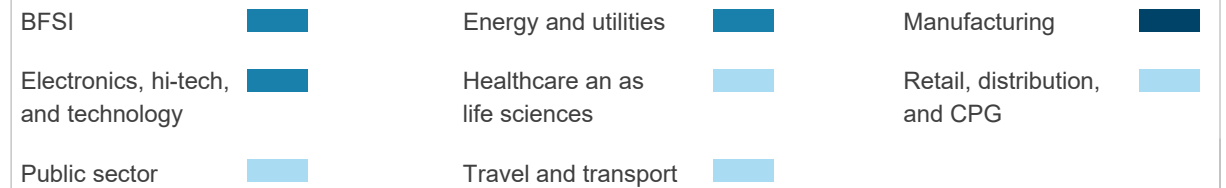
### Adoption by function



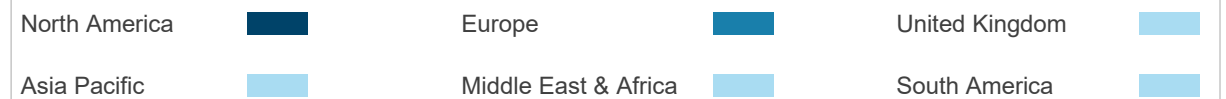
### Adoption by buyer size (annual revenue)



### Adoption by industry



### Revenue by geography



# Infosys profile (page 2 of 4)

## Case study

NOT EXHAUSTIVE

### Case study 1

#### Centralized user computation operations process

##### Client

A global bank

##### Business challenge

The client faced challenges due to manual processes, which led to operational and reputational risks, regulatory compliance issues, and increased costs. It wanted to reduce the manual handoffs across all operational areas and improve overall efficiency.

##### Solution

Infosys leveraged its business computation solution, which rectified the End User Computing (EUC) issues across multiple operational areas. The solution aided decision-making within a short turnaround time and improved effectiveness by reducing the need for manual handoffs.

##### Impact

- Improved accuracy and transparency
- Reduced costs and improved productivity
- Reduced turnaround time

### Case study 2

#### Enhancement of existing business model

##### Client

A global leader in the elevator and escalator industry

##### Business challenge

The main issue that the client faced was a lack of quality governance, which was due to the lack of an automated process of reporting for incidents, change management, and application status for production.

##### Solution

Infosys leveraged Appian-based applications to support requests, which automated all incident service requests, bug fixes, and change requests. It also helped the client by enhancing the existing Appian platform stability and performance.

##### Impact

- Improved accuracy and efficiency
- Reduced turnaround time
- Enabled stronger collaboration with delivery

# Infosys profile (page 3 of 4)

## Offerings

NOT EXHAUSTIVE

### Proprietary solutions/tools built on Appian platform (representative list)

Solutions	Details
Business computation automation solution	This solution is based on Appian and provides a configurable platform for automating business processes and EUC as well as citizen development. It improves operational efficiency and reduces the total cost of ownership by up to 40%.
AI-/ML-powered legacy migration solution	This solution provides rapid legacy modernization with cost savings of 40-60% and around a 30% reduction in application development time. It is powered by a combination of reverse and forward engineering, AI/ML, and a credible execution model leveraging Appian.
Retirement plan configuration solution	This platform enables smooth interactions between participants and agents, thereby reducing the end-to-end cycle time of the process by up to 60%. It makes use of a centralized UI across all interaction channels, resulting in a consistent automated process that eliminates time-consuming and error-prone manual data entries.
ERP automation solution	This is an Appian-based automation solution in the ERP (SAP, Oracle, etc.) landscape, which helps in incorporating integrations with other systems for data flow. It also helps enterprises achieve up to 90% accuracy in master data management.
Elevated supplier planning solution	This solution enables supplier/vendor management in the life sciences space by automating the end-to-end life cycle of pre-product development, from supplier onboarding to oversight, governance, and qualification.










### Appian investments (representative list)

Investment name	Details
Appian university program	Invested in joint training and education programs with universities in India and the US to have a ready-to-use pool of Appian-certified professionals
Low-code academy on Lex platform	Infosys developed an in-house Appian training platform for cross-training professionals from other disciplines on Appian to increase the size of the Appian talent pool to more than 2,000
AI-/ML-powered legacy migration solution	Infosys co-created an AI-driven migration solution framework with Appian to help customers automate their legacy modernization and migration journey
Partnership with digital agencies to drive human experience design	Infosys collaborated with Wong Doody to drive empathy-driven customer journey design and assist customers in adopting Appian-based solutions

# Infosys profile (page 4 of 4)

## Everest Group assessment | Appian platform – Leader

Measure of capability:  Low  High

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
								

### Strengths

- Global presence: Infosys is a good fit for enterprises who are seeking end-to-end services for global multi-continent Appian engagements
- Delivery footprint: Infosys has invested in building a strong talent base for Appian engagements and has one of the highest numbers of Appian-certified resources
- Product partnership: Infosys maintains an important strategic partnership with Appian to the extent that stakeholders from Infosys and Appian jointly addresses clients’ business problem to provide leading-edge solutions
- Proprietary solutions: Infosys has invested in building solutions on Appian that can significantly reduce the time-to-market for enterprises, some of which include Infosys Business Computation Automation Solution, A2A - Anything 2 Appian, Infosys ERP Automation Solution, etc.

### Limitations

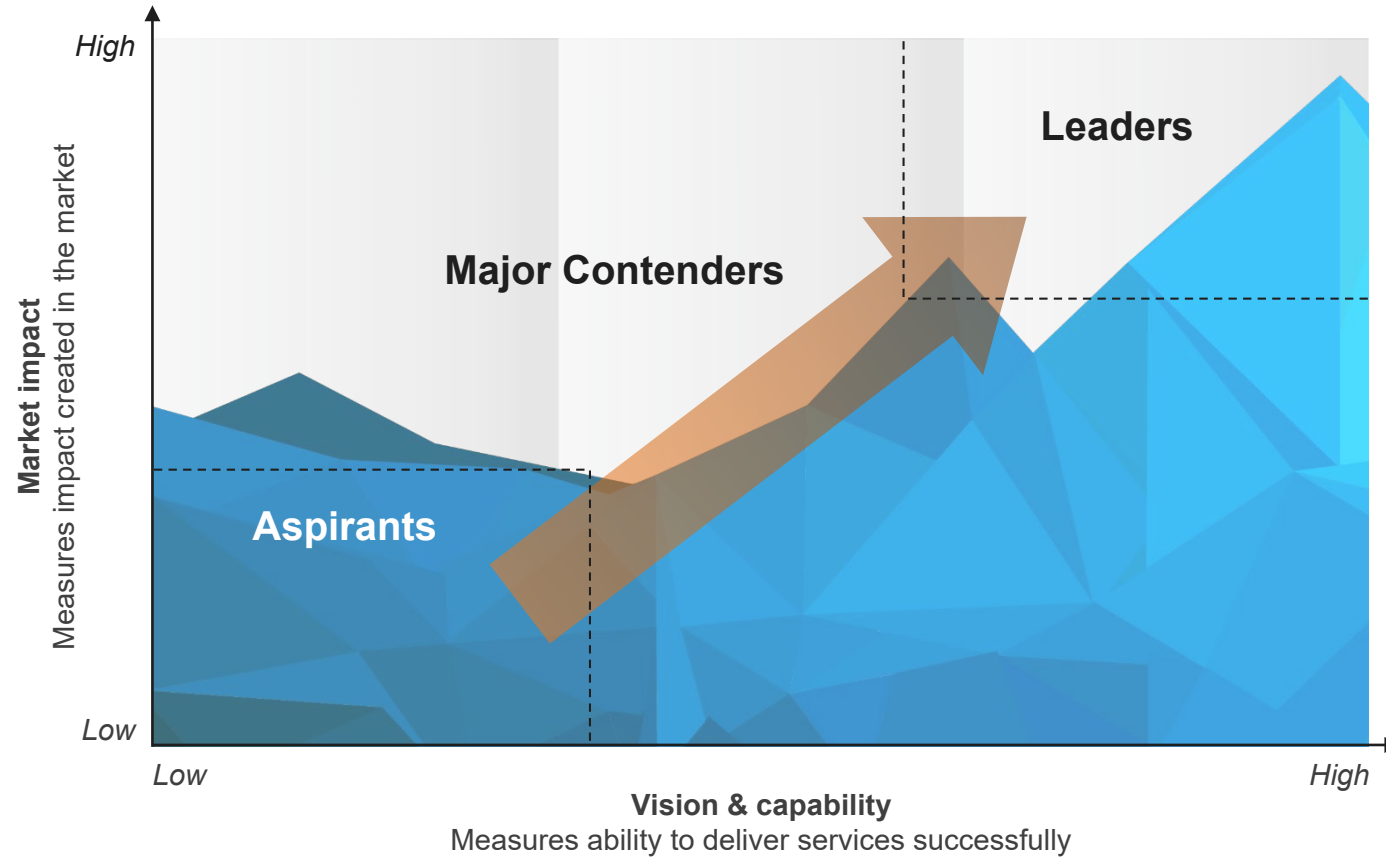
- Buyer size spread: most of its clients are companies with >US\$5 billion in annual revenue. Enterprises from the SMB segment may not find Infosys suitable for small-scale implementations
- Geography footprint: while Infosys has rich experience in serving clients in North America, its client base for low-code in APAC, MEA, and Latin America is relatively low
- Talent management: Infosys needs to focus on retaining its talent on Appian as it received a below-average rating on the experience of its existing talent in this assessment



# Appendix

# Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision & capability

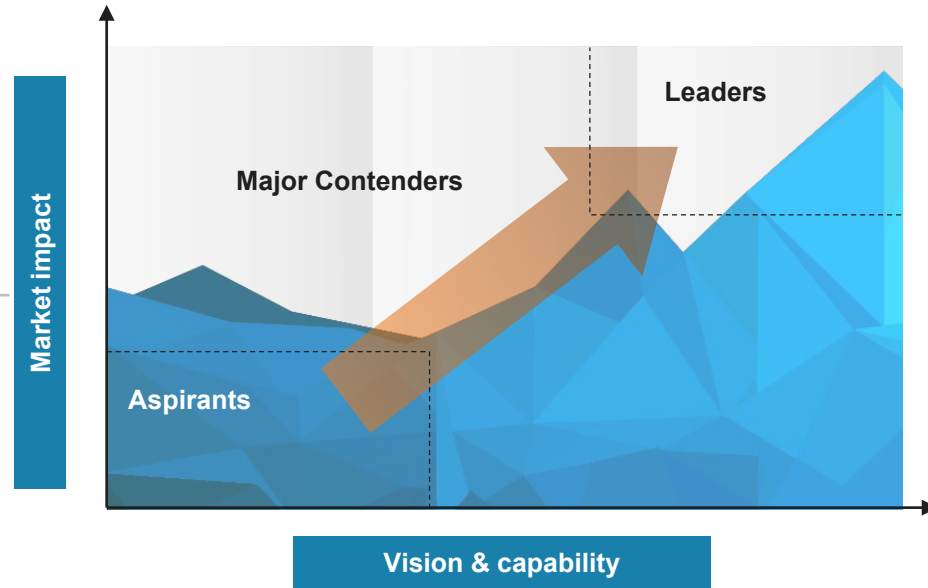
Everest Group PEAK Matrix



# Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

- Market adoption**  
Number of clients, revenue base, YoY growth, and deal value/volume
- Portfolio mix**  
Diversity of client/revenue base across geographies and type of engagements
- Value delivered**  
Value delivered to the client based on customer feedback and transformational impact



Measures ability to deliver services successfully. This is captured through four subdimensions

- Vision and strategy**  
Vision for the client and itself; future roadmap and strategy
- Scope of services offered**  
Depth and breadth of services portfolio across service subsegments/processes
- Innovation and investments**  
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, M&A, etc.
- Delivery footprint**  
Delivery footprint and global sourcing mix

## FAQs

### **Does the PEAK Matrix® assessment incorporate any subjective criteria?**

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging service provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned based on our market experience, buyer interaction, and provider/vendor briefings

### **Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?**

No. The PEAK Matrix highlights and positions only the best-in-class service providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition

### **What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?**

A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a "Leader", "Major Contender," or "Aspirant" title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

### **What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?**

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own "profile" that is published by Everest Group as part of the "compendium of PEAK Matrix providers" profiles

### **What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?**

- Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:
  - Issue a press release declaring positioning; see our [citation policies](#)
  - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
  - Quotes from Everest Group analysts could be disseminated to the media
  - Leverage PEAK Matrix branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with the designated POC at Everest Group.

### **Does the PEAK Matrix evaluation criteria change over a period of time?**

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality as well as serve the future expectations of enterprises



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at [www.everestgrp.com](http://www.everestgrp.com).

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