Everest Group®

Everest Group Low-code Application Development Services PEAK Matrix® Assessment 2024 – Focus on OutSystems

Focus on Infosys

November 2024

PEAK MATRIX®

Introduction

As enterprises are increasingly seeking to accelerate digital transformation, the adoption of low-code platforms has surged, offering a faster, more agile approach to application development. Low-code application development platforms such as Appian, OutSystems, and Power Apps are at the forefront of this shift, enabling businesses to rapidly develop, deploy, and scale applications with minimal coding effort. This trend has become even more pronounced as organizations strive to enhance operational efficiency, respond quickly to market changes, and drive innovation amid growing competitive pressures.

To meet this rising demand, service providers are expanding their capabilities, forming strategic alliances with low-code platform vendors, and developing proprietary IPs to offer differentiated services. Additionally, investments in delivery centers and specialized talent are ensuring that these providers can deliver tailored, high-impact solutions that align with the unique needs of enterprises.

In the report, we analyze the performance of 18 leading low-code service providers featured across the [Low-code Application Development Services PEAK Matrix® Assessment 2024 – Focus on OutSystems](#). Our comprehensive evaluation will assist enterprises in selecting the best-fit partner for their low-code application development needs, while also providing service providers with insights to benchmark and enhance their offerings in this dynamic landscape.

The full report includes the profiles of the following 18 leading low-code service providers featured on the Low-code Application Development PEAK Matrix – Focus on OutSystems:

- **Leaders:** Do iT Lean, Infosys, NTT DATA, Persistent Systems, TCS, and Xebia

- **Major Contenders:** Aaseya, Coforge, Cognizant, Damco, KPMG, Mphasis, Tech Mahindra, Virtusa, and Wipro

- **Aspirants:** Inetum, Ruption, and Version 1

Scope of this report

Geography: global

Industry: market activity and investments of 18 leading low-code service providers

Services: low-code application development services on OutSystems

Low-code application development services PEAK Matrix® characteristics

Leaders

Do iT Lean, Infosys, NTT DATA, Persistent Systems, TCS, 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, and a robust roadmap for delivering innovative and effective solutions to their clients

- They have a strong delivery capability and a proven track record of delivering successful low-code application development projects across different industries and geographies. They have a well-defined delivery model, processes, and tools to ensure efficient and effective project execution

Major Contenders

Aaseya, Coforge, Cognizant, Damco, KPMG, Mphasis, Tech Mahindra, Virtusa, and Wipro

- 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

- They have a good level of customer satisfaction but have to focus on delivering innovation to exceed customer expectations. They are focused on building strong relationships with their clients and delivering value-added services

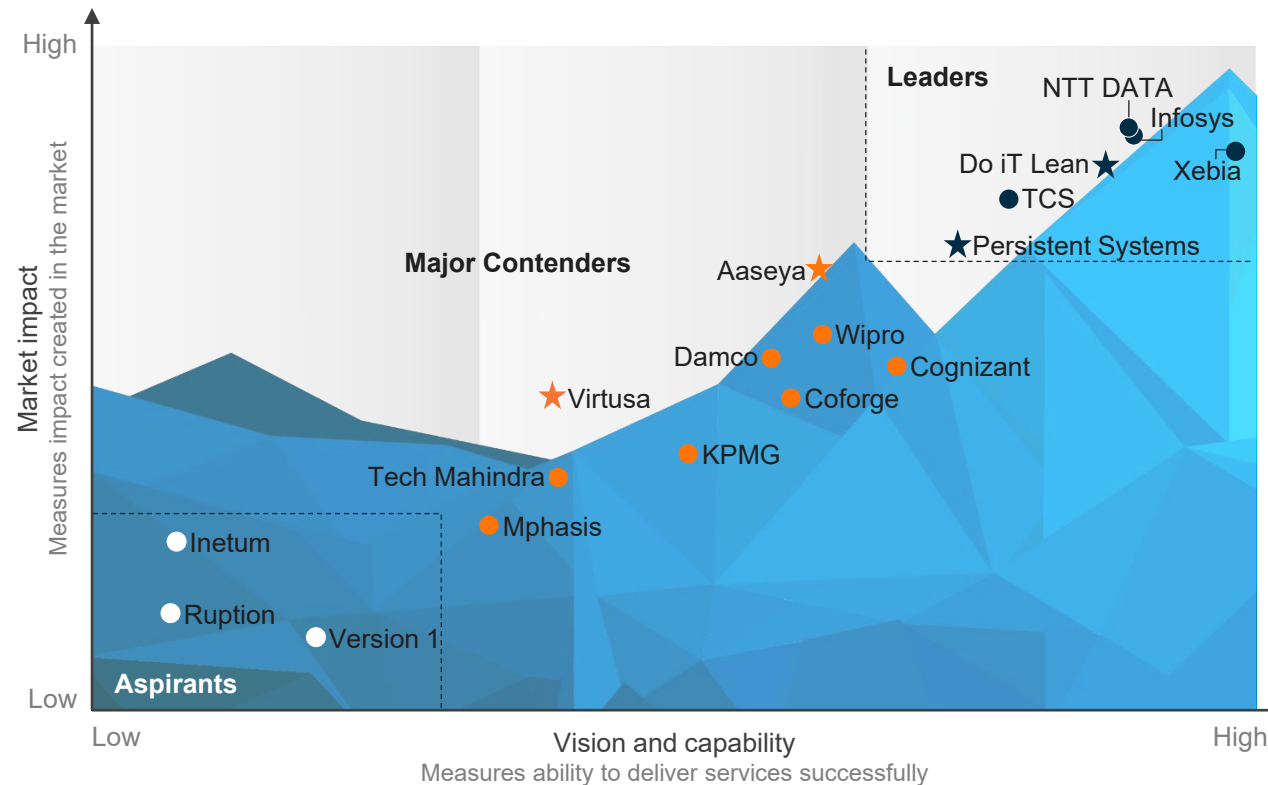## Aspirants

Inetum, Ruption, and Version 1

- Aspirants have a focus on technology and innovation but are lacking in investment levels compared to 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

- They 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 2024 – Focus on OutSystems | Infosys is positioned as a Leader

Everest Group Low-code Application Development Services PEAK Matrix® Assessment 2024 – Focus on OutSystems[1]

- ● Leaders
- ● Major Contenders
- ○ Aspirants
- ☆ Star Performers

Market impact
Measures impact created in the market

Vision and capability
Measures ability to deliver services successfully

Leaders: NTT DATA, Infosys, Do iT Lean ☆, Xebia, TCS, Persistent Systems ☆

Major Contenders: Aaseya ☆, Wipro, Damco, Cognizant, Coforge, Virtusa ☆, KPMG, Tech Mahindra, Mphasis

Aspirants: Inetum, Ruption, Version 1

1 Assessments for Inetum, Ruption, Version 1, and KPMG are excluding service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with buyers
Source: Everest Group (2024)

Infosys profile (page 1 of 5)
Overview

Vision for low-code services
Infosys aims to drive digital fluidity powered by low-code platforms. It aims to use low-code platforms and artificial intelligence to create dynamic, linked business environments that are resilient and responsive. Its strategy incorporates intelligence throughout the development process, promotes modular and interoperable solutions, and improves decision-making through real-time insights.

Scope of services
Infosys offers tailored low-code services to meet application life cycle and ecosystem requirements. It contributes to enhanced governance, operations, security, and monitoring methods for scaled deployment, as well as a collaborative development approach that facilitates community development.

Low-code services revenue (CY 2023)

<US$20 million	US$20-50 million	US$50-200 million	**>US$200 million**

Low-code services revenue mix (CY 2023)

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

By geography

● North America	● United Kingdom	● Europe
● Asia Pacific	● South America	● Middle East & Africa
● Rest of the world		

By industry

● BFSI	● Energy and utilities	● Manufacturing
● Electronics, hi-tech, and technology	● Healthcare and life sciences	● Telecom, media, and entertainment
● Public sector	● Retail and CPG	● Travel and transport

By buyer size

● Small (annual client revenue <US$1 billion)	● Midsize (annual client revenue US$1-5 billion)	● Large (annual client revenue US$5-10 billion)
● Very large (annual client revenue US$10-20 billion)	● Mega (annual client revenue >US$20 billion)	

Infosys profile (page 2 of 5)

Solutions

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Proprietary digital solutions

Solution name	Details
Low-code adoption dashboard	It offers a comprehensive adoption dashboard for customers, covering every stage from platform evaluation and business case alignment to decision-making frameworks and feasibility analysis.
Mobile app for safety tracking	It is a hybrid safety mobile app designed to monitor users' journeys to their destinations through seamless integration with Google Maps. In negative scenarios where the user fails to reach the destination within the calculated time, the user's emergency contact will be alerted about the user's whereabouts.
Case management for an underwriting application	It automates the preliminary stages of the underwriting process, effectively eliminating errors, delays, and manual interventions. With this solution, the incoming client requests are automatically read via email or ticketing sources, validated for authenticity, and auto-assigned to analysts based on availability.
Application Optimizer	It provides a framework that optimizes platform license efficiency by focusing on reusability while maintaining modularity. This approach minimizes costs related to the number of application objects and reduces friction from multiple integration assets.
Product Voyager	It aims to transform the insurance product development and approval process by introducing a dedicated workbench. This integrated approach consolidates various business units — such as product development, actuarial, legal and compliance, and executive management — into a unified framework, enhancing collaboration and streamlining decision-making.

Infosys profile (page 3 of 5)

Recent investments

Low-code services investments

Investment name/theme	Details
Center of Excellence	• Invested in the creation of a dedicated OutSystems Center of Excellence that provides end-to-end services including consulting services, platform advisory services, and implementation services • Established a training academy on Infosys Lex to provide easy access to OutSystems self-paced training courses for employee development; at the conclusion of the training, candidates undergo internal assessments before transitioning to client projects
Innovation	• Created a zero-touch governance solution to help developers; this utility automated the governance of software development life cycle processes during the execution phase • Developed expertise on OutSystems Developer Cloud (ODC), a cloud-native, low-code application development platform supported by Kubernetes, Linux containers, and microservices on an AWS-native cloud foundation
Training/Certification	• Trained employees across Global Infosys Development Centers by certifying on the OutSystems Train the Trainer program and leveraging a dedicated set of educators • Trained over 1,000 talents to specialize in complex app development on OutSystems; which covered platform integration, extensibility, and custom component creation

Infosys profile (page 4 of 5)
Case studies

CASE STUDY 1
Built a centralized retailer directory for a major global automobile manufacturer

Client
Is a leading global automobile manufacturer challenged by legacy systems and disparate processes.

Business challenge
The client needed a modern system to maintain contacts and history about its employees, retailers, workshops, and service centers for every servicing country in Europe. Being governed by General Data Protection Regulation (GDPR) laws, data security, and isolation were of utmost importance. This meant that separate applications would have to be created for each of the regions in Europe, which would increase time-to-market exponentially.

Solution and impact
- Infosys built an integrated, centralized solution smoothly and quickly by utilizing OutSystems
- Combined with the power of multi-tenancy on Azure, it was able to create a secure and compliant application with alignment to GDPR rules for all retailers of the client
- Included 2-step authentication via MS Azure AD for additional security; it was also able to serve localization requirements by region

Impact
- Roughly 50% reduction in development effort
- Approximately 10X time-to-market improvement for subsequent apps
- Total cost of ownership (TCO) reduction by 60%
- Over 500 application users and growing without any scaling issues

CASE STUDY 2
Built a customer operations application for a leading telecom provider in the UK

Client
is a leading telecom provider in the UK challenged by inefficient customer data management processes on legacy systems.

Business challenge
The client was facing an increasing challenge in providing customers an efficient operations support to manage new phone number acquisitions, porting of numbers, and modifying and terminating numbers. It needed a modern unified system for an elevated **One-Touch** user experience and seamless data management for its providers and customers.

Solution
- Infosys automated E2E workflow process with OutSystems with a modern, user-friendly, and interactive user interface for a modern and unified brand experience
- Automated queue management with scheduled emails at every step and one-click reporting
- Secured data with OutSystems' enterprise Azure authentication and audit trail for tracking history
- Replaced legacy appointment-based tool for cost efficiency

Impact
- Faster development time by 4X
- Improved SLA from 30-35 days to less than a week by 5X
- Reduction in manual errors by 80%
- Nearly 100% of data security compliance achieved

Infosys profile (page 5 of 5)
Everest Group assessment – Leader

Measure of capability: ◔ Low ⬤ High

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

Strengths

- Infosys has a strong consulting focus, supported by a skilled team of developers and architects, enabling them to offer comprehensive low-code services across advisory and implementation

- Its comprehensive suite of frameworks, tools, and solutions on OutSystems spans key domains and the entire service value chain, making it an attractive choice for enterprises seeking advanced, customizable low-code services

- Infosys is a good fit for enterprises who are seeking global OutSystems engagements

Limitations

- Infosys needs to improve the share of experienced OutSystems resources through focused talent retention and upskilling initiatives to help build greater client confidence

- Enterprises from the SMB segment might not find Infosys a suitable fit for low-code engagements as it mainly caters to larger enterprises
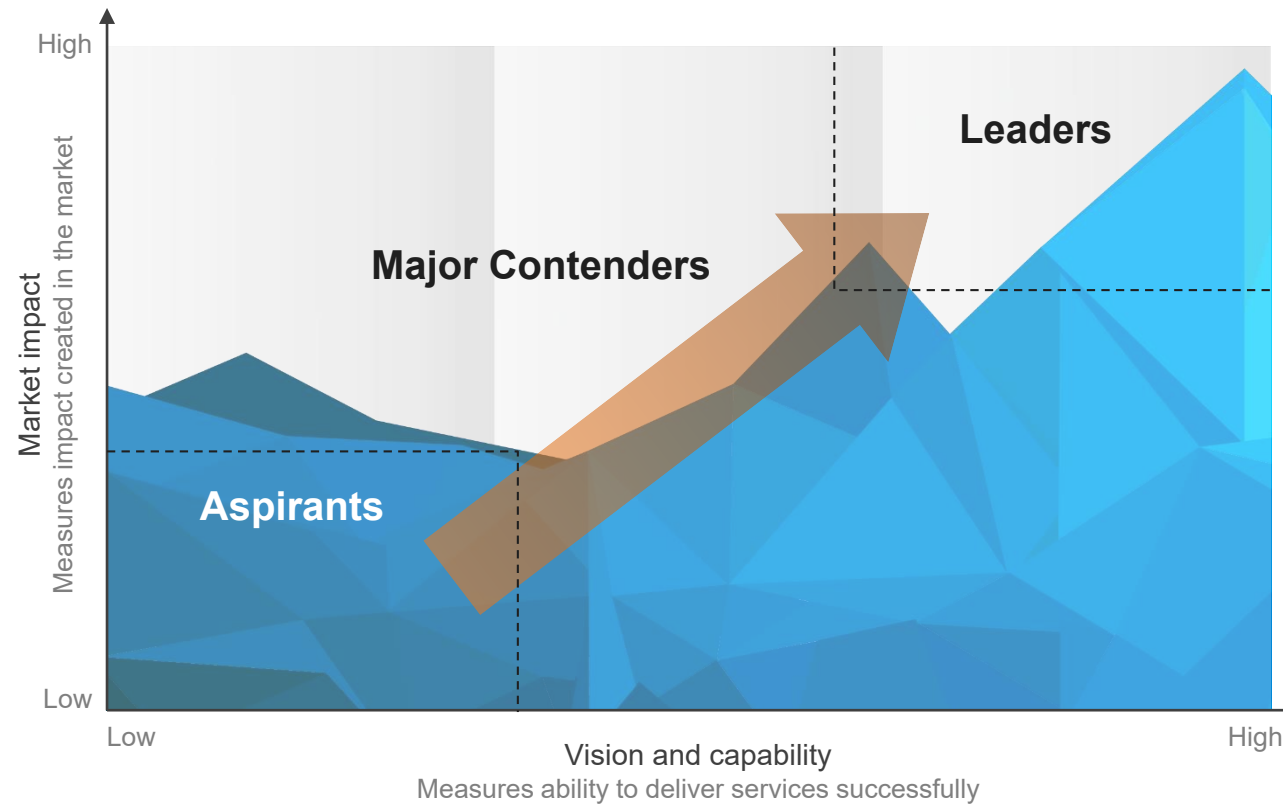
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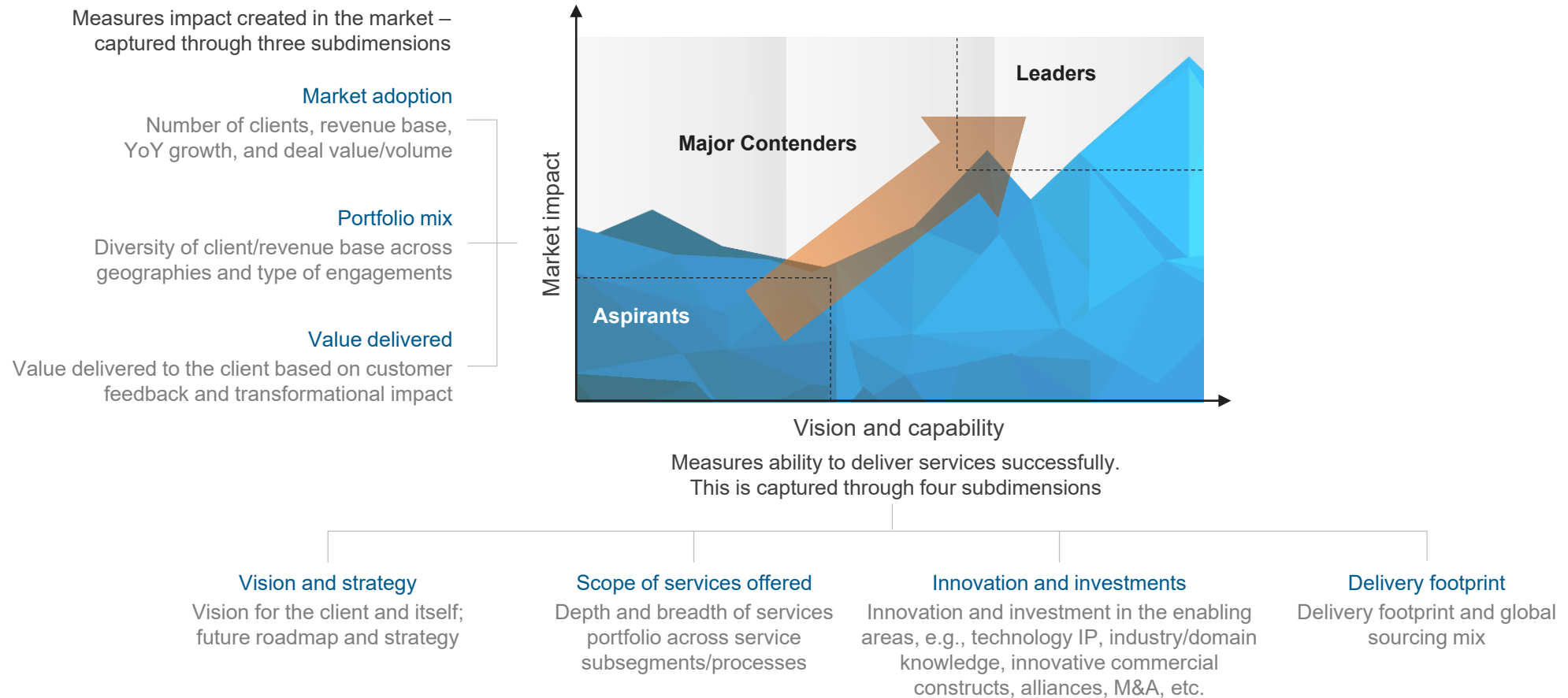
Appendix

PEAK Matrix® framework

FAQs

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

Market impact (y-axis)

Leaders

Major Contenders

Aspirants

Vision and capability (x-axis)

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

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

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

A: No. The PEAK Matrix highlights and positions only the best-in-class 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.

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

A: A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

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

A: Enterprise participants receive summary of key findings from the PEAK Matrix assessment

For providers

- The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries

- In addition, it helps the provider/vendor organization gain brand visibility through being in included in our research reports

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

A: 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

- Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR

- Use PEAK Matrix badges for 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 Everest Group; please contact your CD or contact us

Q: Does the PEAK Matrix evaluation criteria change over a period of time?

A: PEAK Matrix assessments are designed to serve enterprises' current and future needs. 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 and to serve enterprises' future expectations.

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