



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

Focus on Infosys
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Introduction

As enterprises increasingly seek 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 19 leading low-code service providers featured across the [Low-code Application Development Services PEAK Matrix® Assessment 2024 – Focus on Microsoft Power Apps](#). 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 19 leading low-code providers featured on the Low-code Application Development PEAK Matrix – Focus on Microsoft Power Apps:

- **Leaders:** Avanade, Cognizant, EPAM, HSO, Infosys, and TCS
- **Major Contenders:** Celebal Technologies, Coforge, Damco, Innover Digital, Mphasis, Nagarro, Persistent Systems, Sonata Software, Virtusa, and Wipro
- **Aspirants:** Inetum, MAQ Software, and Minsait

Scope of this report

Geography: global

Industry: market activity and investments of 19 leading low-code providers

Services: low-code application development services on Power Apps

Low-code application development services PEAK Matrix® characteristics – focus on Microsoft Power Apps

Leaders

Avanade, Cognizant, EPAM, HSO, Infosys, and TCS

- 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
- Leaders in this category 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

Celebal Technologies, Coforge, Damco, Innover Digital, Mphasis, Nagarro, Persistent Systems, Sonata Software, 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
- Major Contenders have a good level of customer satisfaction but need 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, MAQ Software, and Minsait

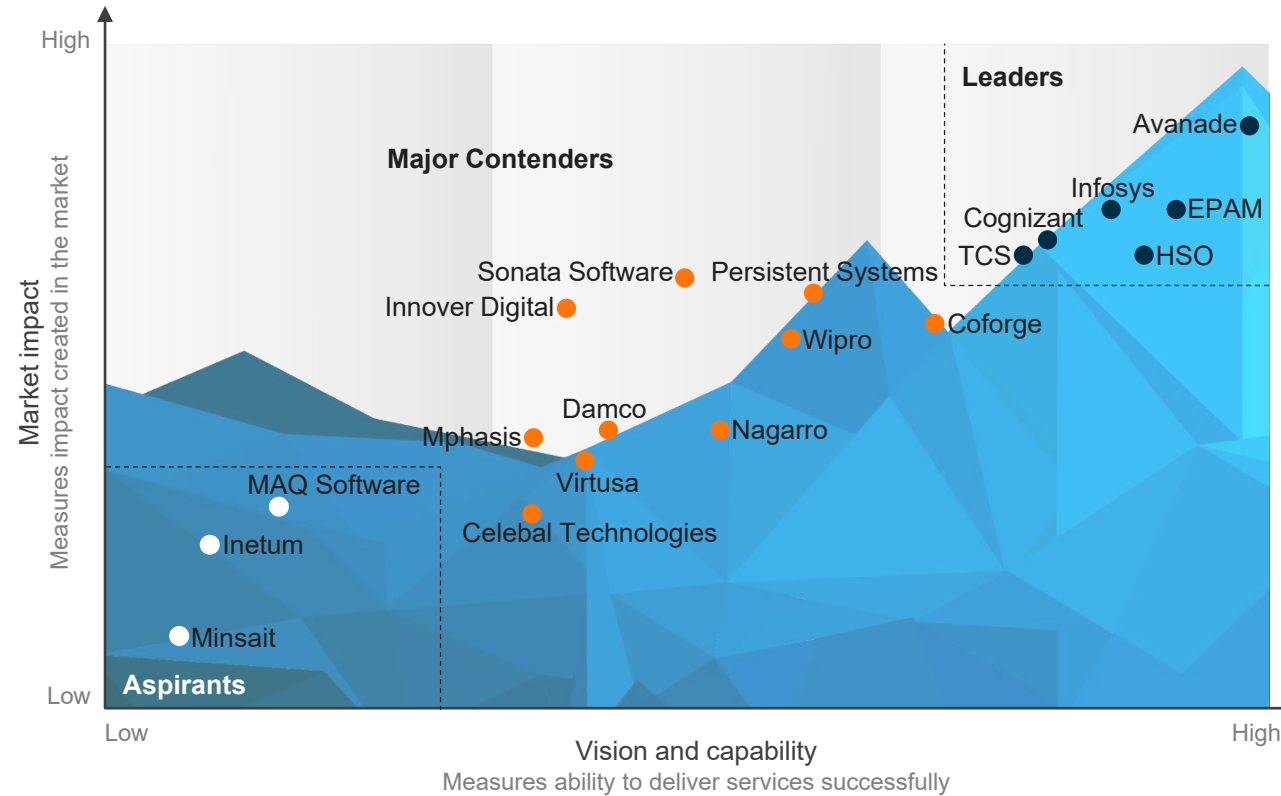
- Aspirants have a focus on technology and innovation but are lacking in investment levels compared to Leaders and Major Contenders. They are looking to leverage new technologies and emerging trends in low-code application development to deliver value-added solutions to their clients
- Aspirants have 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 2024 – Focus on Microsoft Power Apps | Infosys is positioned as a Leader

Everest Group Low-code Application Development Services PEAK Matrix® Assessment 2024 – Focus on Microsoft Power Apps¹

- Leaders
- Major Contenders
- Aspirants



¹ Assessments for Inetum, Minsait, MAQ Software, Naggaro and Celebal Technologies exclude 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 (CY2023)

<US\$20 million	US\$20-50 million	US\$50-200 million	>US\$200 million
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Low-code services revenue mix (CY2023)

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

By geography

● North America	● United Kingdom	● Europe
● Asia Pacific	● South America	● Middle East and 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

Proprietary solutions for low-code services

Solution name	Details
Infosys RM workbench	It is a unified platform designed to deliver a seamless experience for relationship managers in banks, enhancing their ability to perform and improve customer-facing tasks.
Infosys Patient Check-in	It allows physician assistants and administrators to easily check-in patients in the provider's office by digitizing the entire patient experience, from arrival to departure. This solution addresses all customer needs such as check-in, appointment rescheduling, follow-up scheduling, payment recording, and sending or printing consultation summaries.
Infosys underwriting workbench	It enables underwriters and other teams to evolve into an agile, modernized, secure, and experience-focused digital workplace.
Infosys Powerhouse	It is a comprehensive solution built on PowerApps and Flow, designed to streamline the management of application and flow life cycles. It enables IT and business teams to effectively oversee and control the entire process, from onboarding use cases to deployment.
Hybrid Workplace	It provides a unified platform that delivers a seamless experience for employees working from both home and the office.
Supplier Connect	It is designed to enhance and oversee the entire supplier life cycle, revolutionizing how an enterprise interacts with and manages its suppliers.
Eco-o-Capture	Infosys Eco-o-Capture solution accelerates the adoption of sustainable lifestyles through tracking, reducing, and removing carbon dioxide emissions from everyday life.
Store Associate App	Designed to empower every retail store employee to deliver best-in-class experience to their customers, more efficiently and rapidly, the Infosys Store Associate application is a pre-configured, end-to-end reference solution tailored to suit retail organizations.

Infosys profile (page 3 of 5)

Recent investments

Low-code services investments

Investment name/theme	Details
Training and certifications	<ul style="list-style-type: none">Improved the practice-building initiative and advanced operations with the completion of the PL-900 – Microsoft Power Platform Fundamentals certification for 268 employeesCertified over 226 employees in PL-100 – Microsoft Power Platform App MakerCertified 103 employees in PL-200 – Microsoft Power Platform Functional ConsultantCertified 143 employees as Microsoft Power BI Data Analysts under the PL-300 certificationTrained 133 employees on the Microsoft Power Platform as part of the PL-100 App Maker certification programTrained 65 employees on Microsoft Power Platform as Functional ConsultantsTrained 110 employees on the PL-300 – Microsoft Power BI Data Analyst course
Innovations labs	It established the Infosys Topaz-powered AI-Chemy lab, designed for AI exploration, resources, and training modules. It educated users on AI fundamentals, provided tool-specific training, facilitated internal knowledge sharing, and created rapid prototyping tools.

Infosys profile (page 4 of 5)

Case studies

CASE STUDY 1

Helped a leading multinational electrical distribution and services company in enhancing its CRM components

Business challenge

The client needed a custom-built Configure, Price, Quote (CPQ) engine to offer flexible pricing. It had an existing delivery record and a significant CRM core component presence, which required integration and customization.

Solution and impact

Infosys designed and implemented a custom-built CPQ engine that provided flexible pricing capabilities. It leveraged its domain exposure and deep understanding of the client's working methods to ensure the solution integrated seamlessly with the existing CRM core components.

Impact

- Digital transformation
- Ease of use and administration
- Responsive Design App, which makes it fit for Mobile, Tablet, and Desktop deployment
- Scalable model that can accommodate a huge number of end users
- Handling large data sets seamlessly

CASE STUDY 2

UK-based local housing authority

Business challenge

The client wanted to extend council facility services to citizens enabling convenient access to services and have a common UI for analyzing, standardizing, and publishing the cost data.

Solution and impact

Integrated app developed by bringing automation to pull information from internet (online) portals, excels, and pdf.










Impact

- Fifteen percent reduction in call handling time due to customer 360 view of information for support agents
- Twenty percent lesser volume of calls and letters owing to self-service channel enablement
- Seamlessly transition from many disparate systems to the new D365 based system used as a single source of truth
- Improve user experience though use of a simple and efficient system providing effective self-service capabilities

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

- Clients perceive that services of Infosys are flexible in terms of pricing as compared to the competitors
- Clients appreciate the technical expertise that Infosys resources bring to low code engagements
- Infosys has demonstrated strong proof points of project execution and value delivery to enterprises across a broad spectrum of industries and geographical locations worldwide

Limitations

- Clients expect better onshore support from Infosys as its resources are highly concentrated in offshore locations, hence leading to less client proximity
- Infosys should focus on retaining talent to boost the proportion of its experienced resources

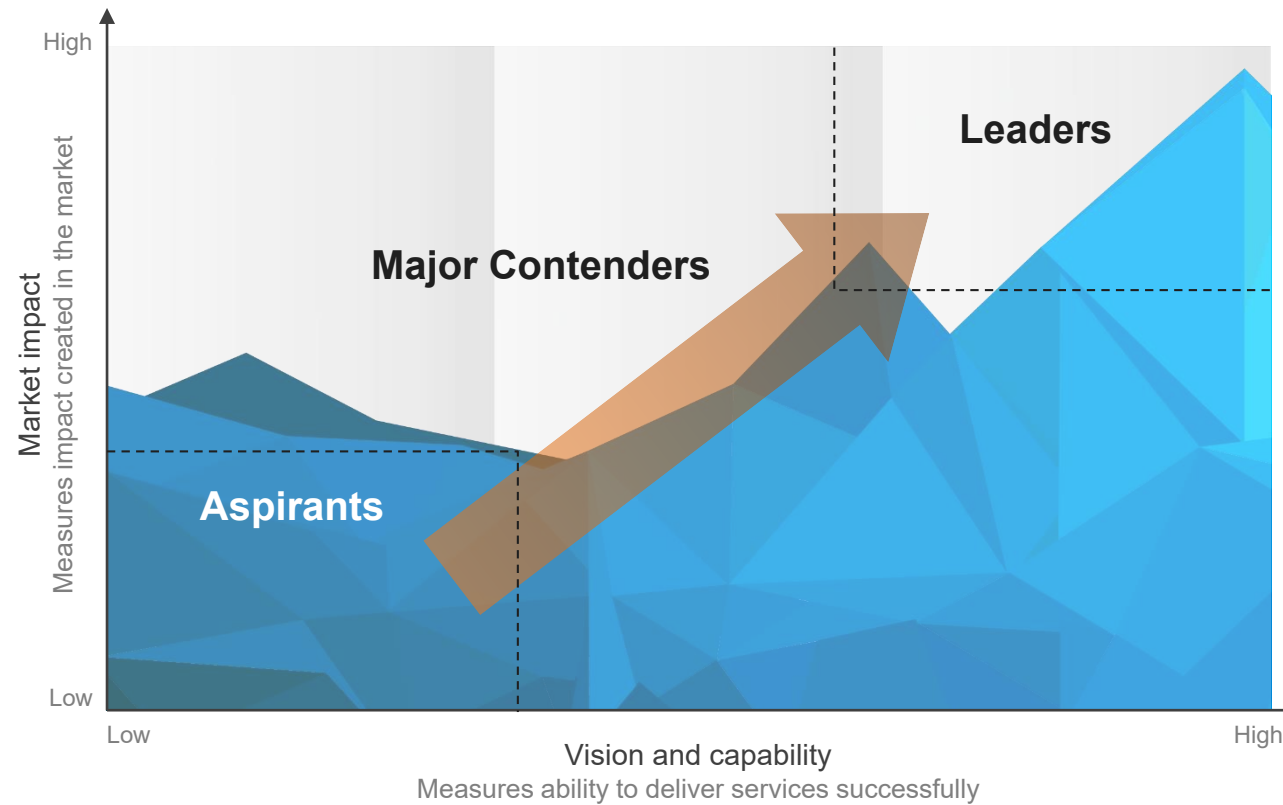
Appendix

PEAK Matrix® framework

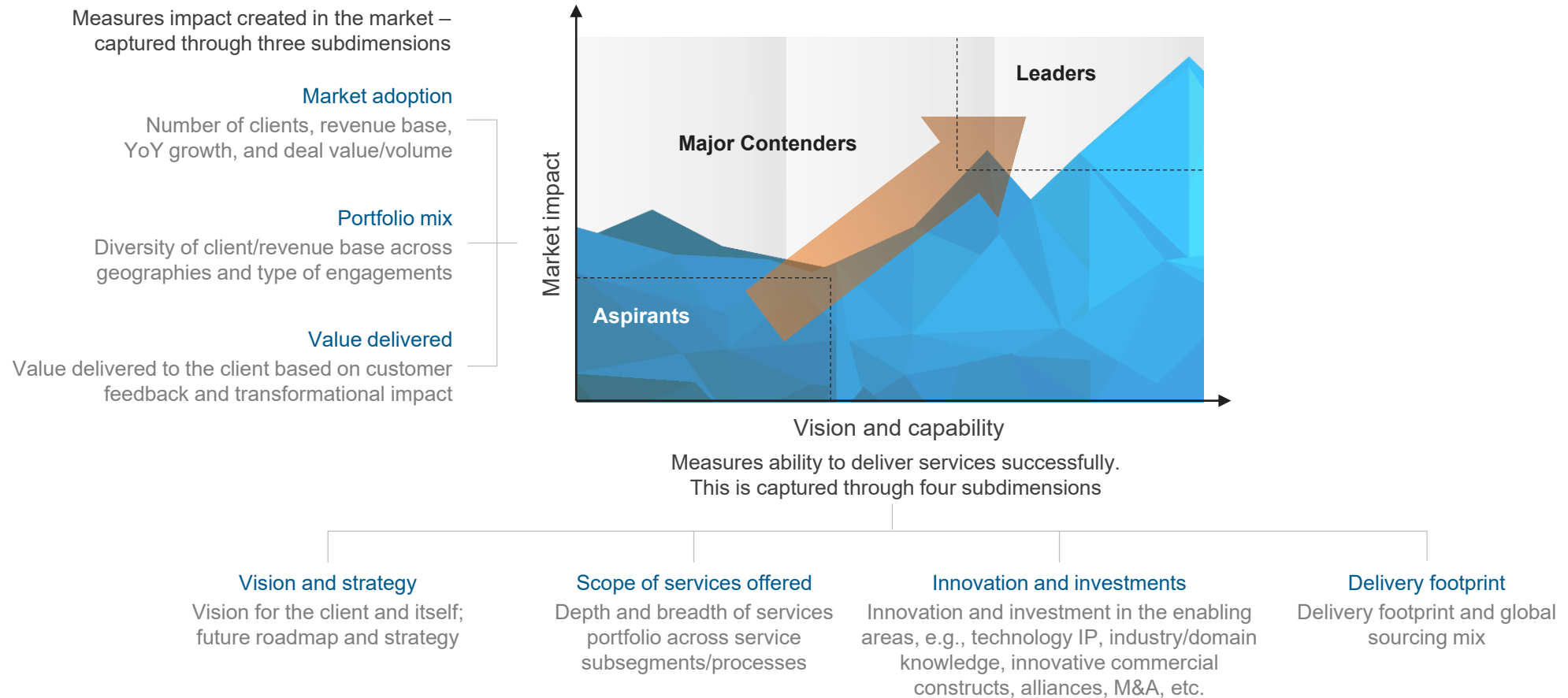
FAQs

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



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 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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