

TRANSFORMING CUSTOMER EXPERIENCE WITH INFOSYS QUALITY ENGINEERING



As the digital world continues to evolve rapidly, delivering exceptional customer experience requires an unwavering commitment to quality. [Infosys Quality Engineering](#), driven by AI-first solutions, empowers businesses to achieve new heights of excellence enabled by cutting-edge technologies. Our comprehensive suite of services, solutions, and platforms ensures top-notch product and service quality. Focused on innovation and efficiency, Infosys Quality Engineering accelerates time to market, reduces costs, and drives business growth.

Our Approach

At Infosys Quality Engineering, we deliver superior services by focusing on:



Intelligent, AI-driven quality engineering

- Leveraging artificial intelligence (AI) and machine learning (ML) to boost testing efficiency, predict defects, and drive continuous improvement
- Identifying issues early in the development cycle through predictive analytics to reduce rework and accelerate time to market
- Automating repetitive test cases to free up testers for higher-value tasks, while improving overall coverage



Quality at speed and scale

- Accelerating testing cycles with cutting-edge automation while maintaining quality
- Implementing reusable automated test suites to reduce testing time and effort
- Integrating continuous testing (CT) into the continuous integration and continuous deployment (CI/CD) pipeline for faster feedback and early defect detection



360° assurance

- Ensuring all business-critical processes align with the final product
- Implementing comprehensive testing across functional, non-functional, security, and compliance areas for complete confidence in product readiness

Our Evolution

Infosys Quality Engineering has evolved beyond traditional quality assurance to help businesses achieve higher levels of quality. Our approach is grounded in three key pillars:



People:

Our experienced quality engineering professionals specialize in testing, automation, AI/ML, and CD. With cross-functional skills and domain expertise, they collaborate with the development, operations, and business teams to deliver outstanding results.



Process:

We have transitioned from linear, phase-gated processes to agile, DevOps-driven practices. By embedding quality throughout the software lifecycle, we prioritize shift-left testing and CI/CT for faster feedback, fewer defects, and increased efficiency.



Technology:

Using AI/ML-based predictive analytics, test automation frameworks, and cloud-based solutions, we deliver rapid, scalable, and reliable outcomes. Our platform-driven approach integrates with CI/CD pipelines, providing real-time insights for continuous improvement.

Our Offerings



Industry Partnerships

Partnering for Co-innovation

Strategic Partners

Infosys Innovation Network Partners

Joint Solutions

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Key Accelerators

Infosys Quality Engineering offers a range of proprietary services with specialized capabilities across cloud, AI, data, mobility, and package solutions.

Some of our most powerful tools include:

Infosys Quality Engineering AI Platform: Powered by [Infosys Topaz](#), this platform accelerates software testing with responsible generative AI (GenAI). It develops bespoke solutions using prompt engineering and specialized training for large language models (LLMs) to address quality engineering issues.

Infosys Cloud Infrastructure Validation: This tool automates the validation of cloud transformation use cases across functional and non-functional scenarios. Part of [Infosys Cobalt](#), it is available through cloud hyperscaler marketplaces.

Infosys Data Quality Engineering Platform: This extensible, technology-agnostic, low-code/no-code platform automates end-to-end data validation and real-time monitoring, testing data migrations, analytics, and integrations with fully orchestrated reusable pipelines.

Analyst Citations

Infosys has been acknowledged for its leadership and innovation across various industry benchmarks:

- Positioned as a leader in [The Forrester Wave™: Continuous Automation and Testing Services, Q2 2024](#)
- Recognized as a market leader in *HFS Horizons: Assuring the Generative Enterprise, 2024*
- Designated a leader in NelsonHall's [2024 Quality Engineering NEAT Report](#)
- Acknowledged as a leader for application quality assurance in *Next Gen ADM Services US 2023* by an ISG Provider Lens™ quadrant study
- Named a leader and 'Star Performer' in *Everest Next Gen QE Services PEAK Matrix® Assessment 2023*

Awards

- Distinguished with the esteemed title of 'Overall Winner' at the North American Software Testing Awards 2024
- 'Best Test Automation Project- Non-Functional' and 'Best Use of Technology in a Project' at the North American Software Testing Awards 2024
- 'Best Overall Testing Project – Electronic Communication' at the European Software Testing Awards 2024

Partner Awards

Infosys has been recognized for its contribution in partnership initiatives, including:

- Recognition for bringing innovation to a client project at the *Katalon Partner Project of the Year, 2022*
- Three awards at the *Tricentis India Partner Kickoff 2024* event including the 'Global Partner' award in the Life Sciences category, as well as awards in the 'Solution' and 'Technical' categories

Client Video Testimonials

These client testimonials highlight the impact of Infosys' solutions for our clients, showcasing how we:

- Strengthened [Proximus'](#) omnichannel customer experience
- Enabled a customer-centric digital transformation for [Telenet](#)
- Facilitated [E.ON's](#) strategic digital transformations through intelligent quality engineering

For more information, please contact [IQE Marketing](#).

For more information, contact askus@infosys.com



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