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New study from Capgemini identifies cloud-based and agile testing as the key trends in enterprise application quality assurance

World Quality Report highlights growing focus on testing initiatives as organizations continue to invest in new applications to increase business agility for competitive advantage

Paris, June 16, 2010 – Capgemini, one of the world’s foremost providers of consulting, technology and outsourcing services, together with Sogeti, its local professional services division, today released the findings of the 2010-2011 World Quality Report. This in-depth study of enterprise application quality assurance and emerging trends in Application Lifecycle Management (ALM), sponsored together with HP, reveals that the majority of companies (60 percent) around the world are hosting up to 50 percent of their applications in a cloud environment. Along with an increase in applications deployed in the cloud, organizations are also deploying agile IT delivery in their applications and infrastructure as they look to streamline operations. Close to 60 percent of respondents expect to use agile development methods to deliver new applications over the coming year. As a result, organizations are starting to adopt agile delivery methods and cloud computing technology as a part of their application quality assurance. The report also provides a detailed profile on IT development and quality assurance trends in six specific industries: Consumer products and retail, distribution and logistics, financial services, public sector, high tech and telecoms.

The study surveyed over 30,000 CXOs, IT directors, quality assurance managers and engineers across North America, Europe and Asia, building on the findings of the previous 2009 World Quality Report. Although last year’s report identified that in 2009 most companies had to reduce their IT spending, the latest findings show the vast majority of organizations (71 percent) are still investing in new application development projects. The 2010-2011 report also reveals the effects of the economic downturn on enterprise software development and quality assurance. New projects are being initiated but IT investments are shifting from a daily operational focus towards building new applications that bring competitive advantage for business. As a result, both developers and testers are under increased pressure

to provide greater efficiency, more consistent quality assurance methodology and better reuse of automated software.

As such, organizations are increasingly turning to agile and cloud based delivery methods to modernize their applications. Benefits cited include cost reduction (50 percent), increased agility (33 percent) and improved time to market (14 percent) for cloud computing. Time to market (37 percent), quality of application (26 percent), resource utilization (23 percent) and cost savings (14 percent) were cited as the main benefits of agile IT delivery.

As requirements for IT delivery change, the report finds that the requirements for future quality assurance engineers are changing as well. Testers of tomorrow will work in smaller teams that are expected to deliver executable code within 4 to 6 weeks. Tight deadlines and smaller teams are likely to lead to a future where members of quality assurance teams will possess robust quality assurance (31 percent) and business domain (22 percent) skills, database knowledge (14 percent) and scripting skills (10 percent).

“Following a severe recession, we see a surprising number of companies continuing to invest in new application development projects,” said Raf Howery, vice president, Global Channels and Partners Executive, Capgemini. *“However they are understandably selecting projects that deliver a quick and clear ROI. Agile delivery coupled with cloud computing technologies should help provide organizations with quicker time to market and higher application quality at significantly reduced cost levels.”*

“IT organizations are under intense pressure to deliver new applications that drive competitive advantage, create greater efficiencies and bring tangible results to their business,” said Jonathan Rende, vice president and general manager, Business Technology Optimization Applications, Software and Solutions, HP. *“This new research highlights the critical role Agile and cloud computing initiatives serve in helping organizations transform their IT application portfolios while significantly lowering costs. For more than 20 years, HP and Capgemini have delivered proven innovations to our joint customers, including helping them advance their application portfolios for competitive advantage.”*

In order to provide organizations with a proven and structured approach to quality assurance and testing, in response to the changing nature of application development, Capgemini and Sogeti recently announced the joint launch of an enhanced portfolio of software Testing Services. For further information, please visit <http://www.capgemini.com/services-and-solutions/challenges/testing-services>.

About the study

The World Quality report surveyed over 30,000 CXOs, IT directors, QA managers and engineers around the world. All major industries were represented in this survey: Consumer Products and Retail; Distribution and Logistics; Energy, Utility and Chemicals; Financial Services; Healthcare and Life Sciences; Manufacturing, Media and Entertainment; Public Sector and Government; High Tech; and Telecommunications. The survey also included responses from a variety of different company sizes: 38 percent of respondents were employed in small companies with less than 1,000 employees, 27 percent were employed in enterprise companies of more than 20,000 employees, 18 percent were employed in mid-size companies with 1,000 to 5,000 employees and 17 percent were employed by large companies with 5,000 to 20,000 employees. While over half of respondents came from North America (52 percent), the survey had good representation from other regions: Europe (30 percent), Asia (9 percent) and the rest of the world (9 percent). To obtain a copy of the full World Quality Report, please visit: <http://www.capgemini.com/wqr2010-11>

About Capgemini and Sogeti

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience. The Group relies on its global delivery model called Rightshore[®], which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2009 global revenues of EUR 8.4 billion (approximately USD \$11.6 billion) and employs 90,000 people worldwide.

More information is available at www.capgemini.com.

Sogeti is a leading provider of professional technology services, specializing in Application Management, Infrastructure Management, High-Tech Engineering and Testing. Working closely with its clients, Sogeti enables them to leverage technological innovation and achieve maximum results. Sogeti brings together more than 20,000 professionals in 15 countries and is present in over 200 locations in Europe, the US and India. Sogeti is a wholly-owned subsidiary of Cap Gemini S.A., listed on the Paris Stock Exchange.

Together, Sogeti and Capgemini 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. Sogeti and Capgemini have one of the largest dedicated testing practices in the world, with over 6,400 test professionals and a further 11,000 application specialists, notably through a common center of excellence with testing specialists developed in India.

More information is available at www.capgemini.com/testing and www.sogeti.com/testing.

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