



Quality Engineering (QE) Services PEAK Matrix® Assessments 2025

QualityKiosk Technologies

August 2025

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Overview

Vision for Quality Engineering (QE) Services

"Engineering Flawless Experiences" is both our vision and design principle at QualityKiosk. We use AI to drive digital reliability through automation, chaos engineering, observability, and continuous validation. Our platforms improve DORA metrics, eliminate inefficiencies, and reduce waste. We call this "AI for Reliability." We also assure AI systems end-to-end—"Reliability for AI." This dual focus helps enterprises, ISVs and SaaS companies scale trustworthy apps in the AI era.

Scope of services

Our QE services drive faster go to market for BFSI (banking, insurance, capital markets), tech & digital natives, automotive/manufacturing, and consumers. We drive quality program transformation through enterprise-wide TCoEs, continuous assurance, NFR and chaos engineering. Core offerings include automation, SRE, cloud, data, security, and GenAI ecosystem assurance. We operate across the US, MEA, India, and APJ, with expansion into ANZ and Europe.

QE services revenue (CY 2024)

<US\$200 million	US\$200-500 million	US\$500 million-US\$1 billion	>US\$1 billion
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QE services revenue mix (CY 2024)

Low (<0%)
Medium (10-20%)
High (>20%)

By geography

North America	United Kingdom and Ireland	Europe
Asia Pacific	South America	Middle East and Africa

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 & transport

By buyer size

Small (annual client revenue <US\$1 billion)	Medium (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)	

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Case studies

CASE STUDY 1

DevRev partnered with QualityKiosk (QK) to deliver a high-performing, reliable platform and app marketplace that unlocks seamless AI-led synergy across Build, Operate, Support, and Grow functions.

Business challenge

Maintaining quality and reliability at scale amid one of the industry's highest code check-in and release frequencies.

Solution

QK set up dedicated Quality Engineering and Product Engineering teams, implemented Agentic AI capabilities, built 15+ connectors, and delivered DevRev-certified implementation services—enabling seamless enterprise search, agentic automation, and scalable testing.

Impact

- Reduced product incidents by 80% within 6 months
- Decreased test flakiness by 70% and improved automation
- Saved up to \$3M in costs by reducing production issues
- Accelerated connector development by 30% and added 15+ integrations
- Delivered certified end-to-end services supporting APAC expansion and seamless product rollouts

CASE STUDY 2

CBD partnered with QualityKiosk to lead AI-led Quality Engineering (QE) across a bank-wide transformation of 60+ enterprise applications, enhancing customer experience and accelerating digital growth.

Business challenge

CBD aimed to compress a 5-year digital transformation into 3 years while maintaining seamless daily operations and exceptional customer experience.

Solution

QK established a QA Center of Excellence and implemented automation-first, cloud-ready, real-time governed QE leveraging QRACE, COMPAS, Azure DevOps, and Power BI across 60+ applications.

Impact

- Zero critical showstopper deliveries for 2 consecutive years
- 20% reduction in QE costs
- 70% faster regression cycles
- 35+ digital modernization projects delivered
- Real-time dashboards streamlined leadership oversight
- Client revenue doubled in 2 years

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Solutions

[NOT EXHAUSTIVE]

Proprietary solutions

Solution name	Details
Nimbus 	QK’s Nimbus.AI delivers end-to-end assurance for GenAI applications by automating chatbot evaluation across the entire QA lifecycle—from test data management to production observability. It works seamlessly with RAG architectures and APIs, enabling fast, robust, and audit-ready insights across 60+ quality dimensions, including hallucination, tone, and trustworthiness. Purpose-built for sectors like banking, insurance, and healthcare, Nimbus.AI captures real-world responses, scores them using golden datasets, and supports AI-generated test cases. Its rapid, autonomous workflows enable issue resolution in under 30 minutes—making it ideal for enterprises seeking scalable, compliant, and intelligent GenAI quality engineering.i
QRace 	QK’s qRace is a unified, AI-powered test automation platform that centralizes requirement management, test execution, data handling, and analytics. With seamless CI/CD and DevOps integration, it supports both manual and automated testing, AI-led test case and defect management, and audit-ready reporting. Designed for complex enterprise environments, qRace enables up to 95% automation coverage, 40% cost savings, and zero critical defects. Its single-platform approach accelerates release cycles, ensures compliance, and aligns QA with business goals.
Compas 	QK’s Compas (COMplete Performance Assurance Solution) is QualityKiosk’s flagship platform for end-to-end performance testing and monitoring. Integrated with QK’s qRace and tools like Jenkins, AppDynamics, and Jira, it automates test execution, reporting, and analytics—accelerating timelines by up to 50%. With early PT across SIT, UAT, and PT stages, Compas enables faster issue identification and optimized digital experiences. Its scalable architecture supports both cloud and on-prem deployments, with features like service virtualization, environment automation, anomaly detection, and real-time CX validation. Compas ensures reduced infra costs, seamless CI/CD integration, and audit-ready reporting for enterprise-grade assurance.
Anabot 	QK’s Anabot is an AI-powered observability platform that unifies data across business journeys, IT systems, and customer touchpoints to deliver real-time insights and faster root cause analysis. With over 100 integrations and a single-pane dashboard, Anabot reduces alert fatigue by filtering 10K+ daily events into one actionable alert per incident, improving KPIs like MTTR, NPS, and churn. Designed to align BizOps, IT, and DevOps, Anabot provides 360° observability for journeys like payments, onboarding, lending and more. It automates L1 tasks, streamlines compliance reporting, and integrates with incident management systems to enable predictive analytics and continuous improvement in digital experiences.
Qlenium 	Qlenium is QualityKiosk’s proprietary AI-powered synthetic monitoring framework designed to ensure flawless performance across web, mobile, APIs, and digital services. With bot-led automation and reusable code, Qlenium delivers real-time, region-specific insights that enable proactive defect detection, faster automation, and enhanced digital uptime. Engineered for scalability, Qlenium supports global monitoring, flexible deployment, and automated cross-verification across environments and networks. Its reusable framework accelerates automation by up to 40%, optimizes performance, reduces operational costs, and drives exceptional customer experiences through precision and proactive issue resolution.

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Partnerships

Quality Engineering (QE) services partnerships

Partner name	Details	[NOT EXHAUSTIVE]
Watermelon 	QK is a strategic partner of Watermelon.ai, a Unified No-Code Testing Platform that enables autonomous functional and API testing, service virtualization, and chaos engineering across web, mobile, mainframes, and legacy systems—without coding. Watermelon also offers AI-Driven Automation & Observability, Comprehensive SRE & SLO Management, Service Virtualization & Chaos Engineering. QK used watermelon to support the world’s 1st Duck Creek Health implementation and India’s first general insurance/property & casualty implementation in India. We have significant implementation expertise and have Watermelon IP including insurance test repositories and more.	
Katalon 	Katalon is an all-in-one quality automation platform that enables QA teams to accelerate web, API, mobile, and desktop testing with low-code tools, robust integrations, and scalable test orchestration across the SDLC. It observes real user behavior in production to auto generate and maintain test cases. QK is a product engineering and quality partner for Katalon’s products, is a Premium partner for implementation and services, with one of the largest talent pools of Katalon-certified consultants.	
Elastic 	Elastic empowers quality engineering teams with real-time observability and AI-driven insights by unifying logs, metrics, and traces—accelerating defect detection, root-cause analysis, and test optimization across complex systems. QK, Elastic’s globally trusted partner and winner of its 2024 India Services and Innovation awards, delivers ultra-high-volume monitoring, AI-powered search & RAG setups, unified observability, advanced analytics, and security operations.	
DevRev 	DevRev unifies product, engineering, and support workflows, enabling QA teams to align testing with real issues, prioritize defects by customer impact, and accelerate resolution. Backed by Khosla Ventures, DevRev hit a \$1B valuation in 2024. Its AI-powered platform bridges the gaps across Support, Grow, Build, and Operate functions. QK is DevRev’s sole product development and quality engineering partner, driving reliable user experiences and building connectors for enterprise search. QK also supports clients with migrations (e.g., from Zendesk), agent solutions, analytics, automation, and support journey optimization.	
Qualitia 	QK and Qualitia are strategic partners delivering AI-driven Salesforce test automation, with a strong focus on banking and financial services. Using Qualitia Boson—the AI-native, self-healing platform now available on Salesforce AppExchange—clients see up to 90% reduction in deployment time, 30% faster release cycles, and major cost savings. QK’s Qualitia-powered solutions include end to end release testing, domain-specific consulting, and codeless automation to accelerate cycles and improve coverage. This helps enterprises reduce risk, enhance agility, and ensure seamless Salesforce user experiences—leveraging proven results like reducing regression testing from 3 weeks to 2 days, saving thousands of person days annually.	

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Recent investments

[NOT EXHAUSTIVE]

Quality Engineering (QE) services investments

Type of investment	Details
Senior hiring for AI & Data Leadership	Strengthens Cloud Assurance,CloudOps/FinOps/DevSecOps, and Google AI Studio capabilities. Focused on platform engineering agents for AI-augmented software delivery and AIOps. Also hosts Agentic AI workshops to accelerate enterprise adoption.
Senior hiring for AI & Data Leadership	Onboarded 15+ senior leaders in Data, AI Implementation, and AI Engineering. The team is building capabilities in Data Quality Engineering, Training Data Validation, AI Frameworks for Reliability, and AI Agents for QE.
Industry specialists for Consulting Excellence	Hired 10+ domain experts with CXO and CXO-1 experience to advise on Business, Technology, and Program Assurance for AI-led transformations.
IGNITE Program for QE Talent Development	A grassroots talent initiative for freshers across verticals. Trained 600+ freshers in Agile, AI fundamentals, scripting, industry domains, and behavioral skills.
AI Agent Training for AI Talent Development	Trained 50+ engineers on building AI Agents, starting with DevRev platform. Plans underway to expand to other ecosystems.

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