

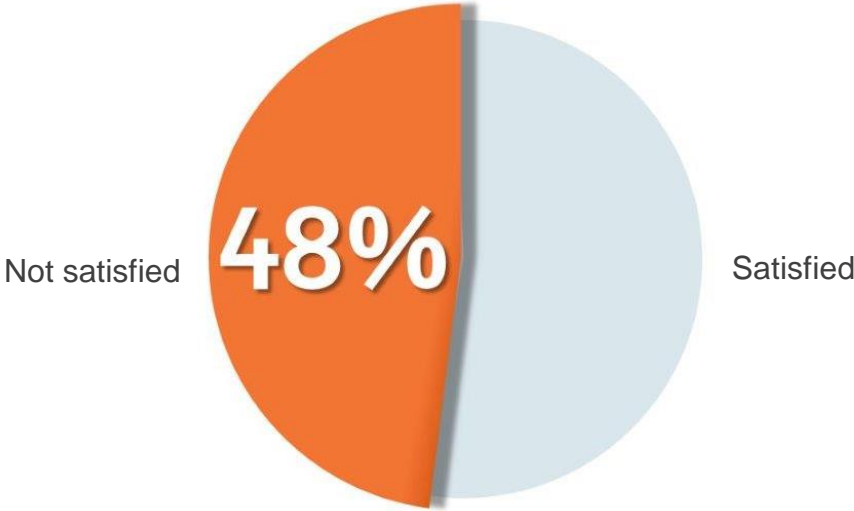


Market Feedback on L&T Infotech

Based on Everest Group Published Research:
Customer (Dis)Satisfaction: Why Are Enterprises Unhappy With Their Service Providers?
January 2017

Almost half of enterprises are not satisfied with their service providers

Enterprises' overall satisfaction with service providers
2016; Percentage of total responses



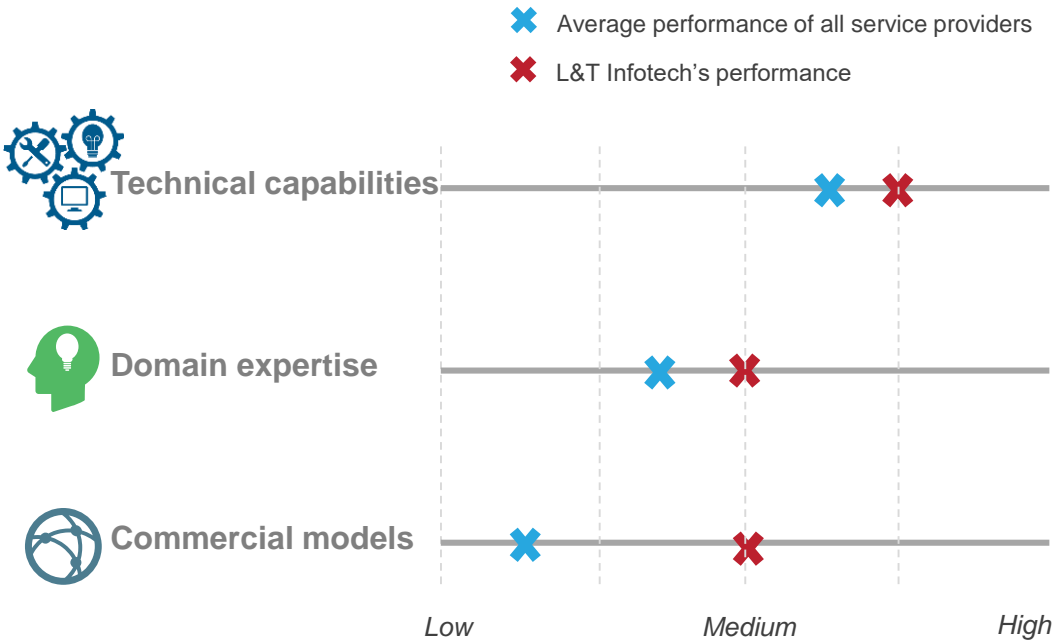
Highly dissatisfied Highly satisfied

Source: Everest Group (2017)

However, enterprises cite L&T Infotech as one of the top five service providers to deliver the best “overall experience”



Enterprise perception of all service provider capabilities versus L&T Infotech’s capabilities



Source: Everest Group (2017)

Enterprise clients appreciate L&T Infotech's flexibility and technical prowess

EXCERPTS FROM ENTERPRISE INTERACTIONS

“The client relationship manager anticipates our need and is proactive in getting the best quality resources on board.”

– VP, Solutions Delivery, UK financial services firm

“We see them growing with us and there is a high possibility of engaging with them further for bringing different ideas and concepts.”

– Director, Digitization and Innovation, U.S. petroleum services company

“L&T Infotech offers us competitive prices. They are open to trying newer financial models and are delivering solutions to us in as-a-service construct.”

– Director, Information Technology, U.S. consumer goods manufacturer

“L&T Infotech does not over sell – they demonstrate their capabilities, and it is easy to work with them.”

– VP, Applications Development, U.S. insurance provider

Enterprises believe L&T Infotech brings the needed value across different engagement parameters



Expertise

Enterprises believe L&T Infotech brings strong technical and industry-specific knowledge to their business



Commercials

Perceived to offer strong commercial models not only in terms of effective pricing but also willingness to experiment with innovative financial constructs



Flexibility

Enterprises cite agility and flexibility in L&T Infotech's engagement and operating model



Delivery

Enterprises believe L&T Infotech has good automation capabilities and can drive standardization in their processes to deliver efficiency and effectiveness

Source: Everest Group (2017)



Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

Bangalore

india@everestgrp.com
+91-804-276-4533

Delhi

india@everestgrp.com
+91-124-496-1000

London

unitedkingdom@everestgrp.com
+44-207-129-1318

New York

info@everestgrp.com
+1-646-805-4000

Toronto

canada@everestgrp.com
+1-647-557-3475

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