

Everest Group®  
**PEAK**  
MATRIX™  
Service Provider  
of the Year 2019

IT Service Provider of the Year



### **WHAT** ARE THE PEAK MATRIX SERVICE PROVIDER OF THE YEAR™ AWARDS FOR IT SERVICES?

In 2018, Everest Group published 21 PEAK Matrix™ IT services evaluations featuring 85 service providers across all evaluations. To recognize consistent top performers across PEAK Matrix assessments, we publish the PEAK Matrix Service Provider of the Year Awards. This is the fourth edition of the PEAK Matrix Service Provider of the Year Awards.

### **WHY** THE PEAK MATRIX SERVICE PROVIDER OF THE YEAR™ AWARDS?

Everest Group PEAK Matrix evaluations are a valuable resource for IT services buyers to evaluate, compare, and contrast key service providers in the global services space. These assessments offer service provider selection guidance, as well as nuanced insights into these providers' strategies for key business lines, geographies, and technologies.

While there are service providers that feature as Star Performers, Leaders, Major Contenders, or Aspirants on individual evaluation categories, there are some that exhibit consistent leadership and top performance across many different categories. As today's enterprises navigate the complex landscape of next-generation and legacy technologies, a global business footprint and a complex provider portfolio, the PEAK Matrix Service Provider of the Year Awards help them to identify the best of the best – service providers with strong broad-based capabilities and successful services strategies that align well with the evolving enterprise IT demand.

### **HOW** ARE THE PEAK MATRIX SERVICE PROVIDER OF THE YEAR™ AWARDS EVALUATED?

We use the following evaluation criteria to determine the Service Provider of the Year Awards:

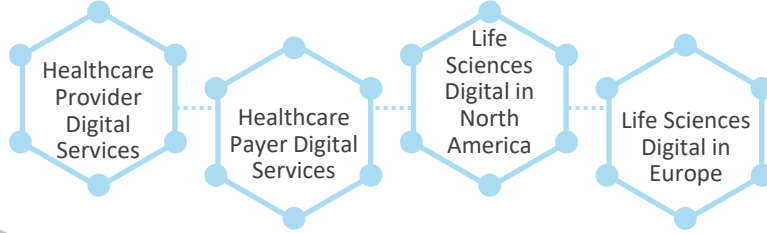
- ITS Top 20 list: We create the list using a consolidated score reflecting points received on individual evaluations based on tiered scores for Star Performer, Leader, Major Contender, and Aspirant positions
- Individual category awards: We base these awards on the count of Leader and Star Performer positions across the category evaluated
- Top 10 Challengers: We create this list using the same methodology as the ITS Top 20 list. This list recognizes the top 10 service providers with annual revenue of less than US\$2 billion



In 2018, Everest Group evaluated the following 21 segments using the PEAK Matrix methodology. We have determined the PEAK Matrix Service Provider of the Year Awards based on consistent performance across these segments.



### Healthcare & Life Sciences (HLS)



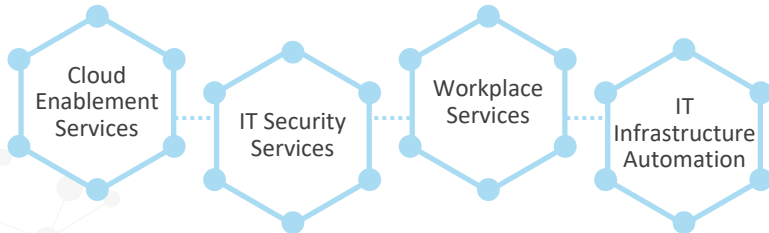
### Banking and Financial Services



### Insurance Services



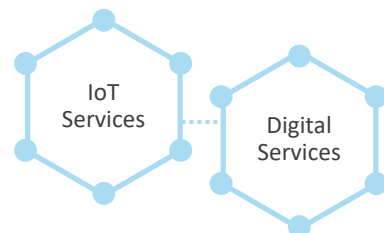
### Cloud & Infrastructure Services (CIS)



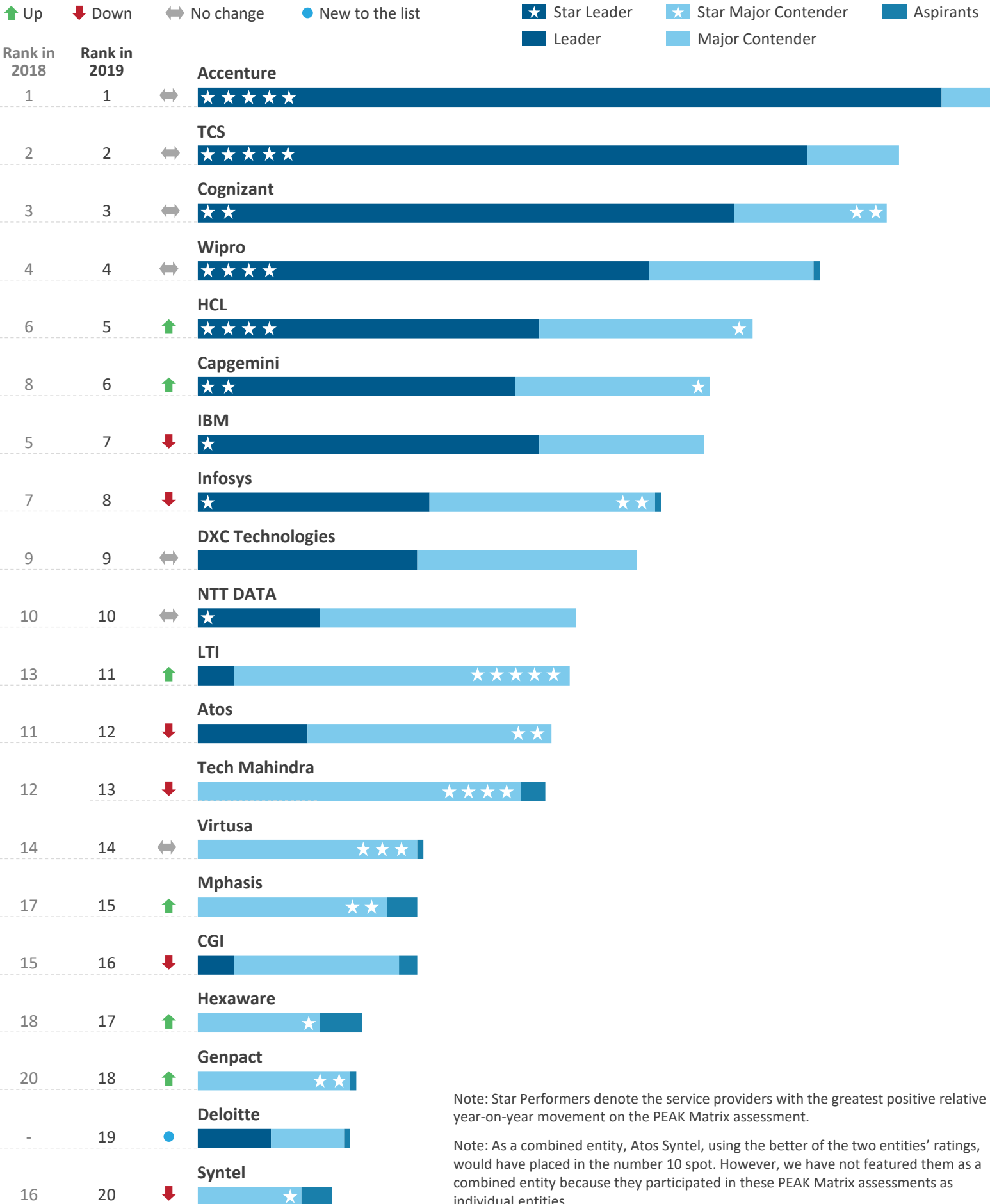
### Application Services (AS)



### Digital Services (DS)



# PEAK Matrix Service Provider of the Year: ITS Top 20



Note: Star Performers denote the service providers with the greatest positive relative year-on-year movement on the PEAK Matrix assessment.

Note: As a combined entity, Atos Syntel, using the better of the two entities' ratings, would have placed in the number 10 spot. However, we have not featured them as a combined entity because they participated in these PEAK Matrix assessments as individual entities.

# PEAK Matrix Service Provider of the Year 2019: Top Leaders and Star Performers



Leader(s)  
of the year

Overall  
IT Services

Star Performer(s)  
of the year



**accenture**  
High performance. Delivered.

**TATA CONSULTANCY SERVICES**

**Cognizant**

**accenture**  
High performance. Delivered.

Healthcare  
& Life  
Sciences

**NTT DATA**

**accenture**  
High performance. Delivered.

**TATA CONSULTANCY SERVICES**

Banking  
and  
Financial  
Services

**HCL**



**accenture**  
High performance. Delivered.

Insurance  
Services

**Capgemini**



**DXC.technology**



Cloud &  
Infrastructure  
Services

**accenture**  
High performance. Delivered.

**accenture**  
High performance. Delivered.

Application  
Services

**Cognizant**



**accenture**  
High performance. Delivered.

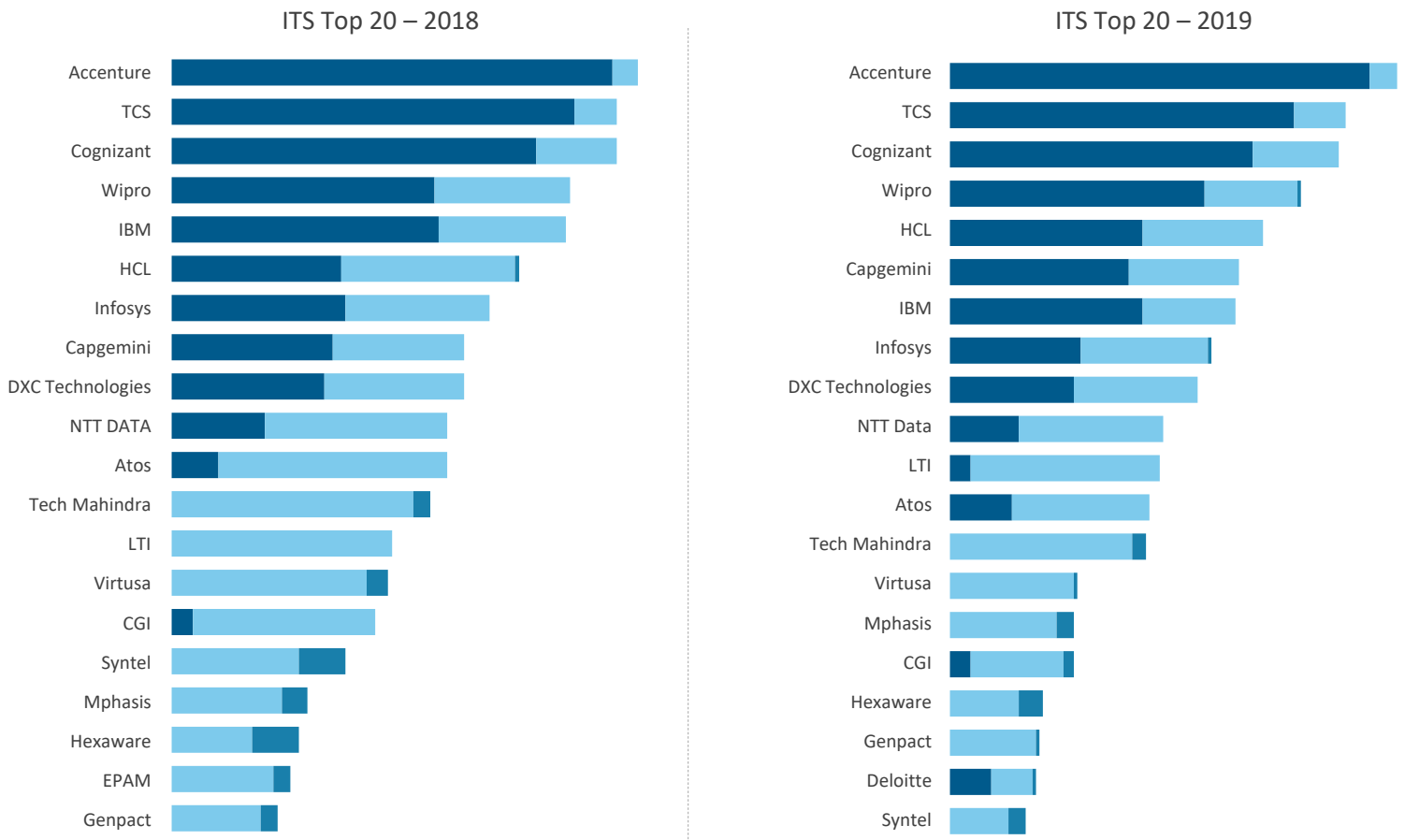
**TATA CONSULTANCY SERVICES**

Digital  
Services

**TATA CONSULTANCY SERVICES**

Note: In cases in which there was a tie, we chose the service provider with the most Leader star performer ratings.

# PEAK Matrix Service Provider of the Year Awards 2019: Key highlights



- **Top of the leaderboard:** Accenture retains its position at the top of the leaderboard
- **Top 4:** There is no change in the positioning of the top 4 listees, with TCS, Cognizant, and Wipro all maintaining their positions
- **Moving up the ladder:** 6 service providers improved their rankings
  - HCL moved from 6 to 5
  - Capgemini moved from 8 to 6
  - LTI moved from 13 to 11
  - Mphasis moved from 17 to 15
  - Hexaware moved from 18 to 17
  - Genpact moved from 20 to 18
- **New entrants:** Deloitte (19) entered the leaderboard for the first time
- **Exits:** EPAM (19 in 2018) fell from the leaderboard, slipping to 23<sup>rd</sup> position
- **Overall:** 6 service providers improved their rankings, 6 service providers slipped, and 7 service providers maintained their rankings

Note: Atos and Syntel were analyzed as separate entities in all PEAK Matrix assessments for 2018; hence, they are considered separate entities for all 2019 Service Provider of the Year awards.

# PEAK Matrix Service Provider of the Year: Top ITS Challengers

↑ Up   
 ↓ Down   
 ↔ No change   
 ● New to the list

2018

2019

1

2

3

4

5

6

7

8

9

10


Note: Challengers are service providers with less than US\$ 2 billion in annual revenue that are credible partners for enterprises in the digital-first era; see page 2 for a full description

Note: We have removed Syntel and Luxoft from the list as they have been acquired and, therefore, will not be challengers in 2019. Otherwise, Syntel would have ranked 5 and Luxoft 9

## About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

For more information about Everest Group, please contact:

 +1-214-451-3110

 [info@everestgrp.com](mailto:info@everestgrp.com)

### Dallas (Headquarters)

[info@everestgrp.com](mailto:info@everestgrp.com)  
+1-214-451-3000

### New York

[info@everestgrp.com](mailto:info@everestgrp.com)  
+1-646-805-4000

### Toronto

[canada@everestgrp.com](mailto:canada@everestgrp.com)  
+1-416-388-6765

### London

[unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com)  
+44-207-129-1318

### Delhi

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-124-284-1000

### Bangalore

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-804-276-4533