

Everest Group

PEAKTM
M A T R I X

Service Provider
of the Year 2017

IT Service Provider of the Year

»» **What** are the PEAK Matrix Service Provider of the Year™ awards for IT Services?

In 2016, Everest Group published 21 PEAK Matrix™ IT services evaluations featuring 73 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 second 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 those 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?

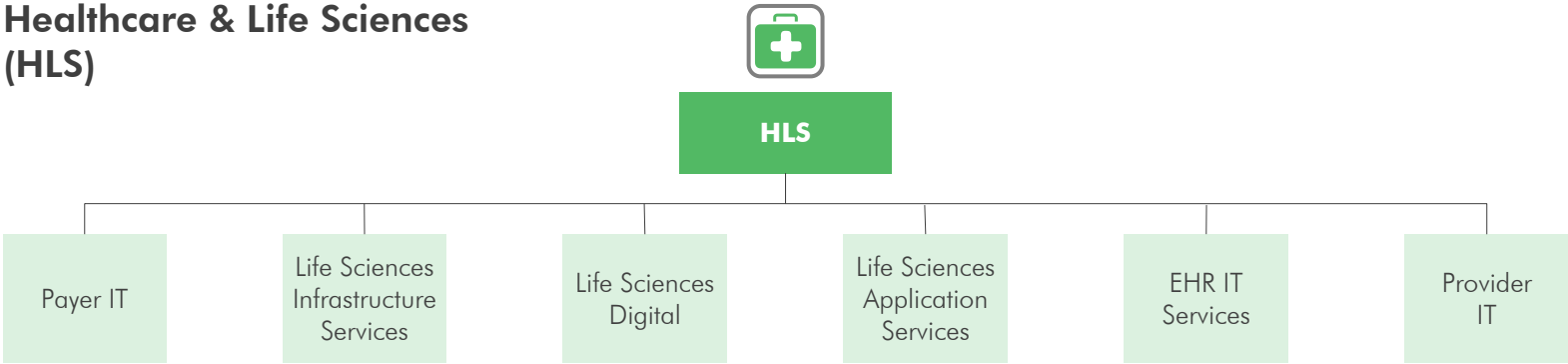
We use the following evaluation criteria to determine the Service Provider of the Year awards:

- ITS Top 20 list: The list is arrived at 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 have based these awards on the count of "Leader" or "Star Performer" positions across the category evaluated

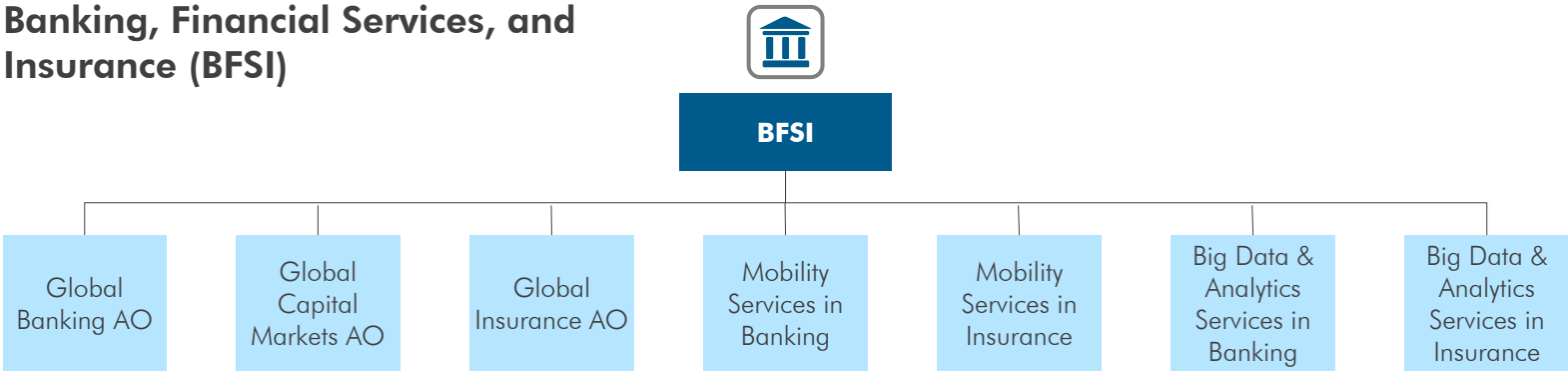
A comprehensive list of PEAK Matrix evaluations and categories is available [here](#).

In 2016, Everest Group evaluated the following 21 segments using the PEAK Matrix methodology. The PEAK Matrix Service Provider of the Year awards have been determined based on consistent performance across these segments.

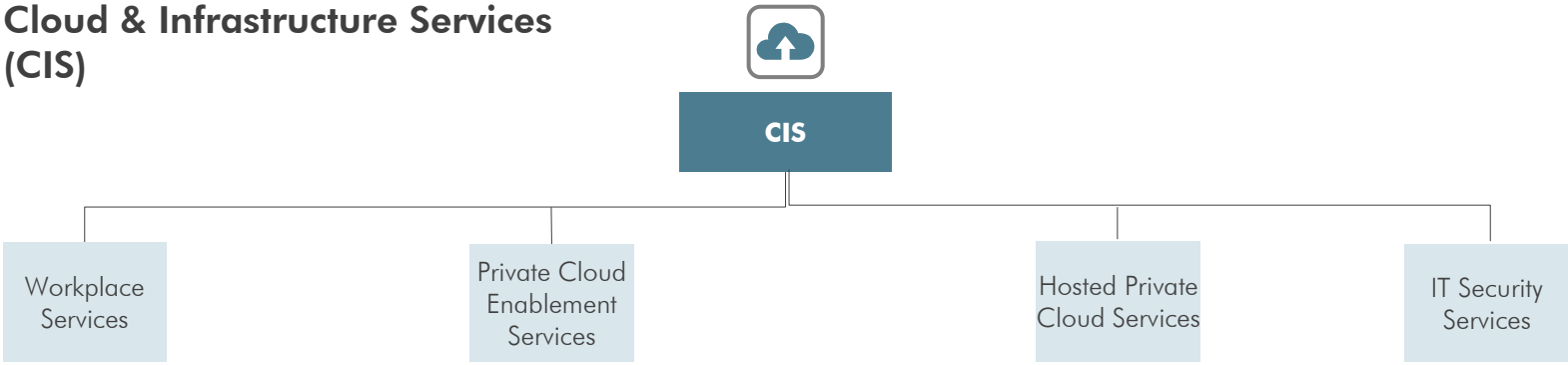
Healthcare & Life Sciences (HLS)



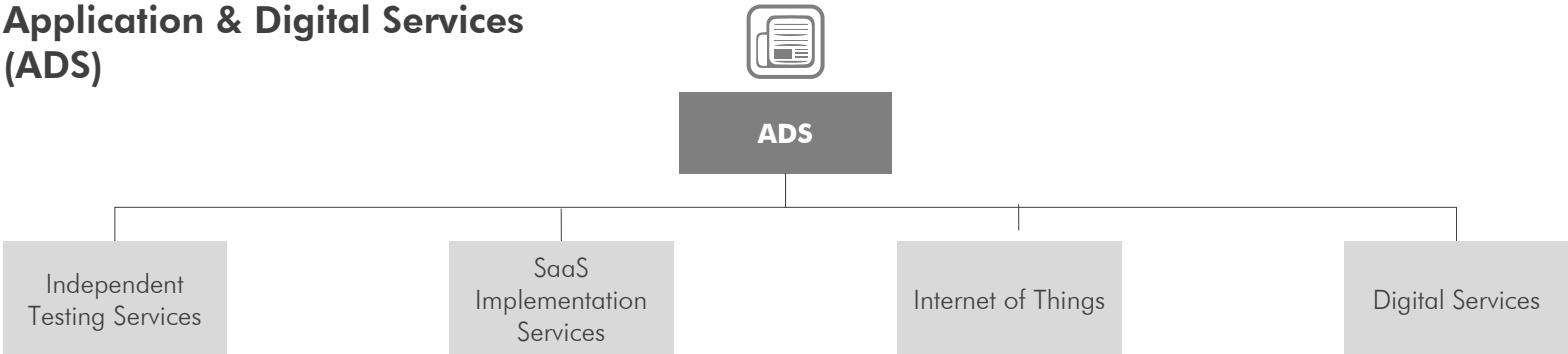
Banking, Financial Services, and Insurance (BFSI)



Cloud & Infrastructure Services (CIS)



Application & Digital Services (ADS)



PEAK Matrix Service Provider of the Year: ITS Top 20

↑ Up ↓ Down ★ Star Leader ★ Star Major Contender ■ Aspirants
↔ No Change ● New to the list ■ Leader ■ Major Contender

Rank in 2017		Service Provider	
1	↑	Accenture	★★★★★ Leader
2	↓	Cognizant	★★★★★ Major Contender ★
3	↔	IBM	★ Leader
4	↔	TCS	★★ Major Contender ★★
5	↔	Wipro	★★ Major Contender ★★
6	↔	HCL	★★ Major Contender ★★ ★★
7	↑	Capgemini	★★★ Major Contender ★★ ★★ ★★
8	↑	CSC	Major Contender ★★
9	↓	Infosys	★★ Major Contender ★
10	↑	Atos	★ Major Contender ★★
10	↓	NTT DATA Services ¹	Major Contender ★ Aspirants
12	↓	CGI	Major Contender
13	↓	Hewlett Packard Enterprise	Major Contender
14	↓	Tech Mahindra	Major Contender ★★ ★★ ★★ Aspirants
15	↑	VirtusaPolaris	Major Contender ★★ ★★ ★★ ★★ Aspirants
16	↓	L&T Infotech	Major Contender ★★ ★★ Aspirants
17	●	Syntel	★ Major Contender Aspirants
18	●	Hexaware	Major Contender ★★ ★★ Aspirants
19	↓	EPAM	Major Contender ★★ ★★ ★★ Aspirants
20	●	NTT DATA	Major Contender

¹ Formerly Dell Services

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



	Leader(s) of the year	Star Performer(s) of the year
Overall IT Services		

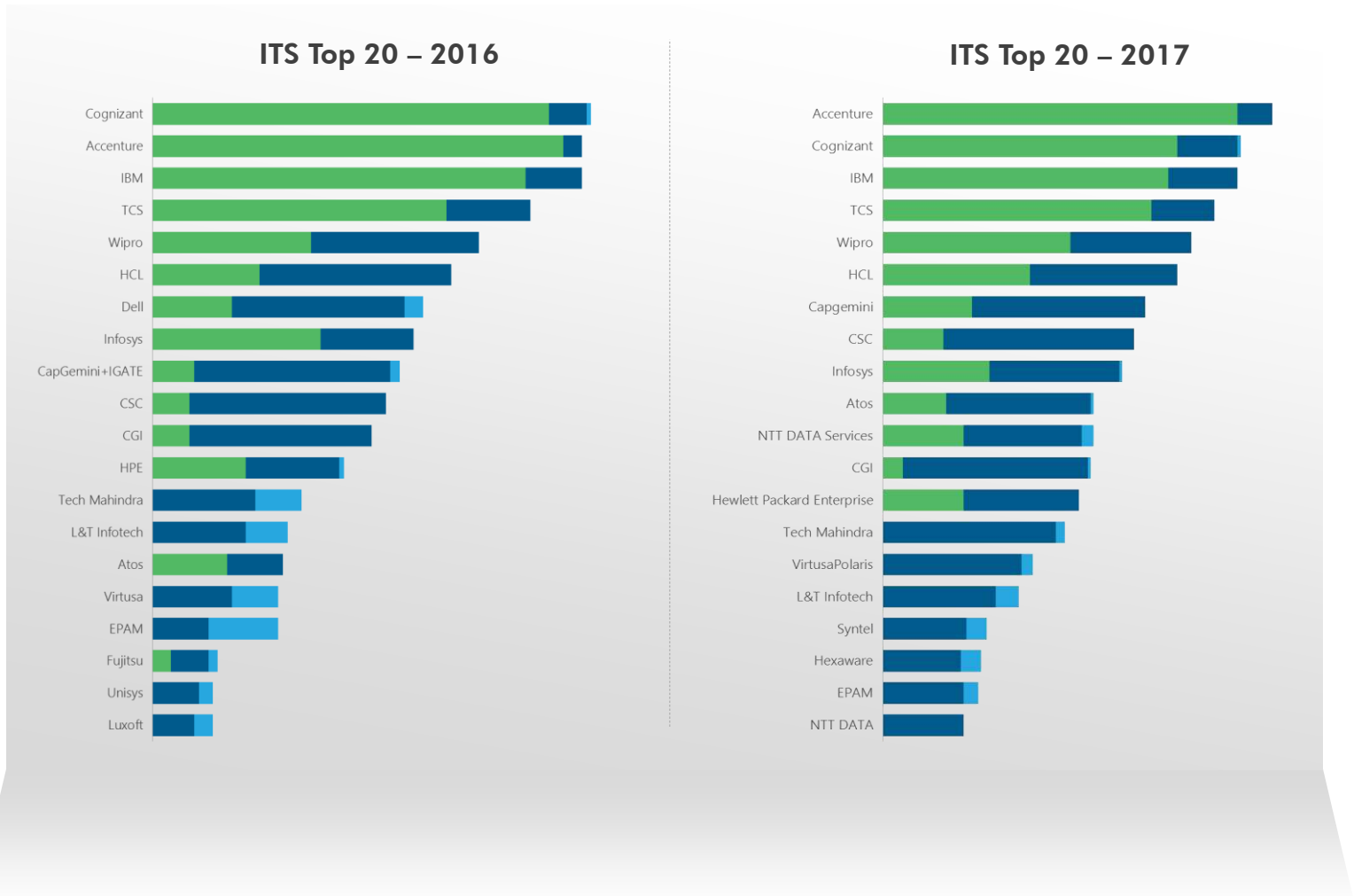
	Leader(s) of the year	Star Performer(s) of the year
Banking, Financial services, and Insurance	 	

	Leader(s) of the year	Star Performer(s) of the year
Healthcare & Life Sciences	 	

	Leader(s) of the year	Star Performer(s) of the year
Application & Digital Services		

	Leader(s) of the year	Star Performer(s) of the year
Cloud & Infrastructure Services	 	

Key highlights of the PEAK Matrix Service Provider of the Year Award 2017



- **Top of the leaderboard:** Accenture (second position in 2016) replaced Cognizant to move to the top of the list
- **Moving up the ladder:** Apart from Accenture, four other service providers improved their rankings in the 2017 PEAK Matrix Service Provider of the Year Awards
 - Atos moved from 15 to 10
 - Capgemini moved from 9 to 7
 - CSC moved 10 to 8
 - VirtusaPolaris moved from 16 to 15
- **New entrants:** Three service providers entered the leaderboard for the first time
 - Syntel (17), Hexaware (18), and NTT DATA (20)
- **Exits:** Fujitsu, Unisys, and Luxoft dropped out of the Top 20 leaderboard

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.

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