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PE▲K™
M A T R I X

Service Provider
of the Year 2016

IT Service Provider of the Year

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

In 2015, Everest Group published 26 PEAK Matrix™ IT services evaluations featuring 59 service providers across all evaluations. To recognize consistent top performers across PEAK Matrix assessments, this year we are introducing 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 not only provide service provider selection guidance but also offer nuanced insights into the strategies pursued by providers 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 technology, a global business footprint and a complex provider portfolio, the PEAK Matrix Service Provider of the Year awards will 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.

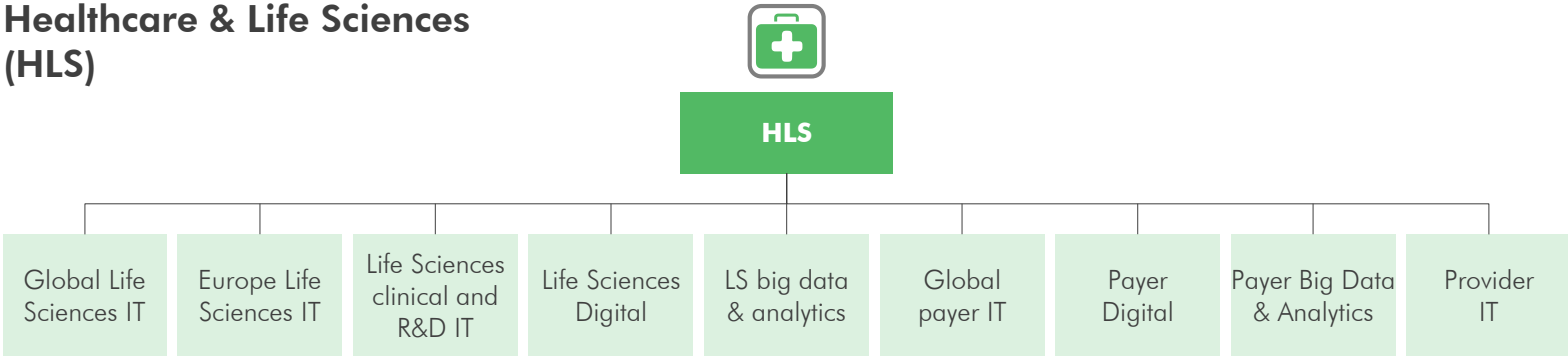# >> How are the PEAK Matrix Service Provider of the Year™ awards evaluated?

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
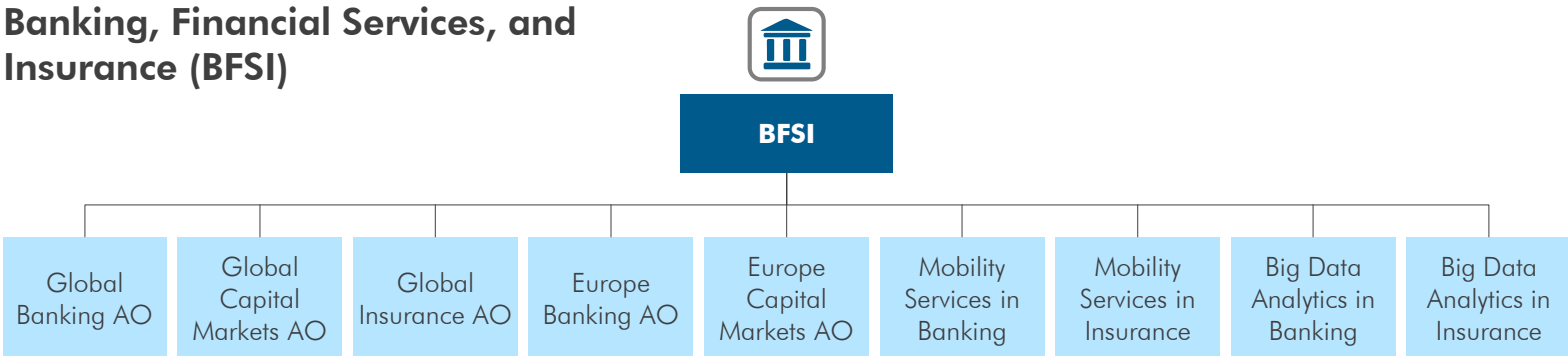
A comprehensive list and categories of PEAK Matrix evaluations is available here.

In 2015, Everest Group evaluated the following 26 segments using the PEAK Matrix methodology. The Service Provider of the Year awards have been determined based on consistent performance across these segments.
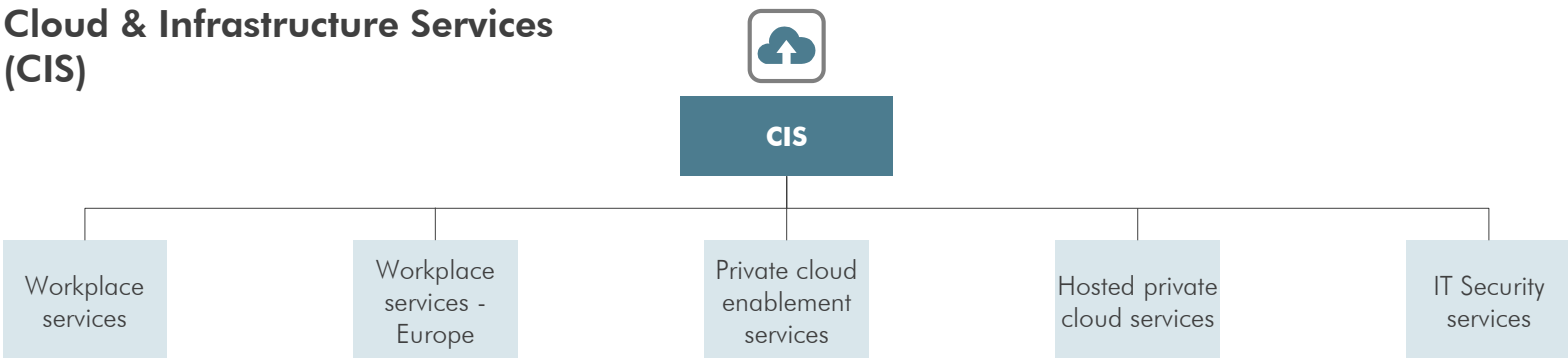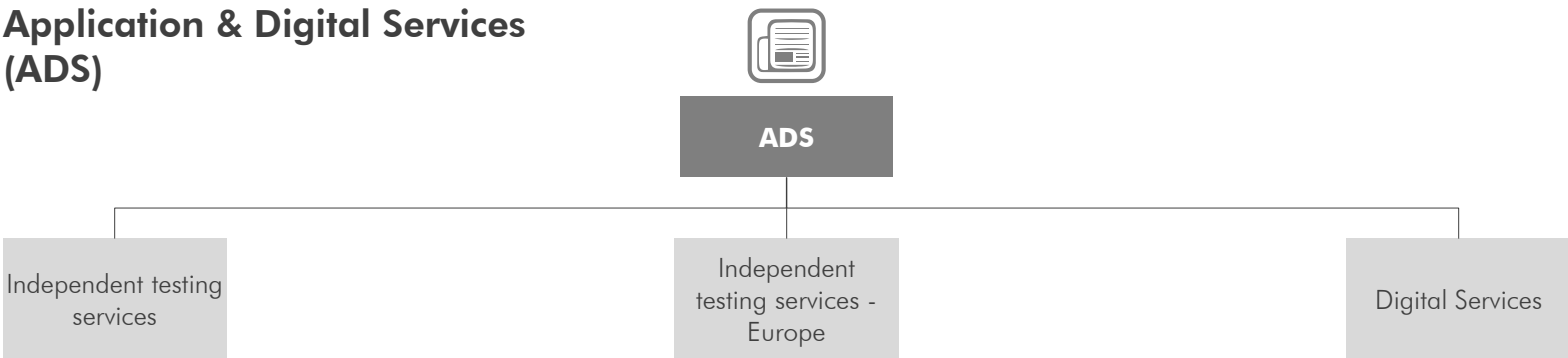
Healthcare & Life Sciences (HLS)

HLS

| Global Life Sciences IT | Europe Life Sciences IT | Life Sciences clinical and R&D IT | Life Sciences Digital | LS big data & analytics | Global payer IT | Payer Digital | Payer Big Data & Analytics | Provider IT |

Banking, Financial Services, and Insurance (BFSI)

BFSI

| Global Banking AO | Global Capital Markets AO | Global Insurance AO | Europe Banking AO | Europe Capital Markets AO | Mobility Services in Banking | Mobility Services in Insurance | Big Data Analytics in Banking | Big Data Analytics in Insurance |

Cloud & Infrastructure Services (CIS)

CIS

| Workplace services | Workplace services - Europe | Private cloud enablement services | Hosted private cloud services | IT Security services |

Application & Digital Services (ADS)

ADS

| Independent testing services | Independent testing services - Europe | Digital Services |

PEAK Matrix Service Provider of the Year: ITS Top 20

	Star Leader		Star Major contender		Aspirants
	Leader		Major contender		

Rank	Service Provider	
1	Cognizant	★ ★ ★ ★ ★
2	Accenture	
3	IBM	
4	TCS	★ ★ ★
5	Wipro	★ ★ ★ ★
6	HCL	★ ★ ★ ★ ★ ★
7	Dell	★ ★
8	Infosys	★ ★ ★ ★
9	CapGemini+IGATE	★ ★ ★
10	CSC	
11	CGI	★
12	HPE	
13	Tech Mahindra	
14	L&T Infotech	★ ★
15	Atos	
16	Virtusa	★ ★ ★
17	EPAM	★ ★
18	Fujitsu	
19	Unisys	
20	Luxoft	★
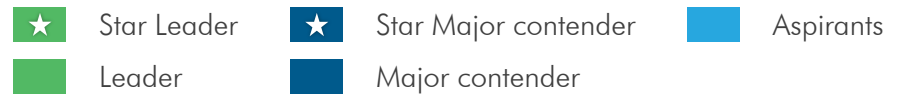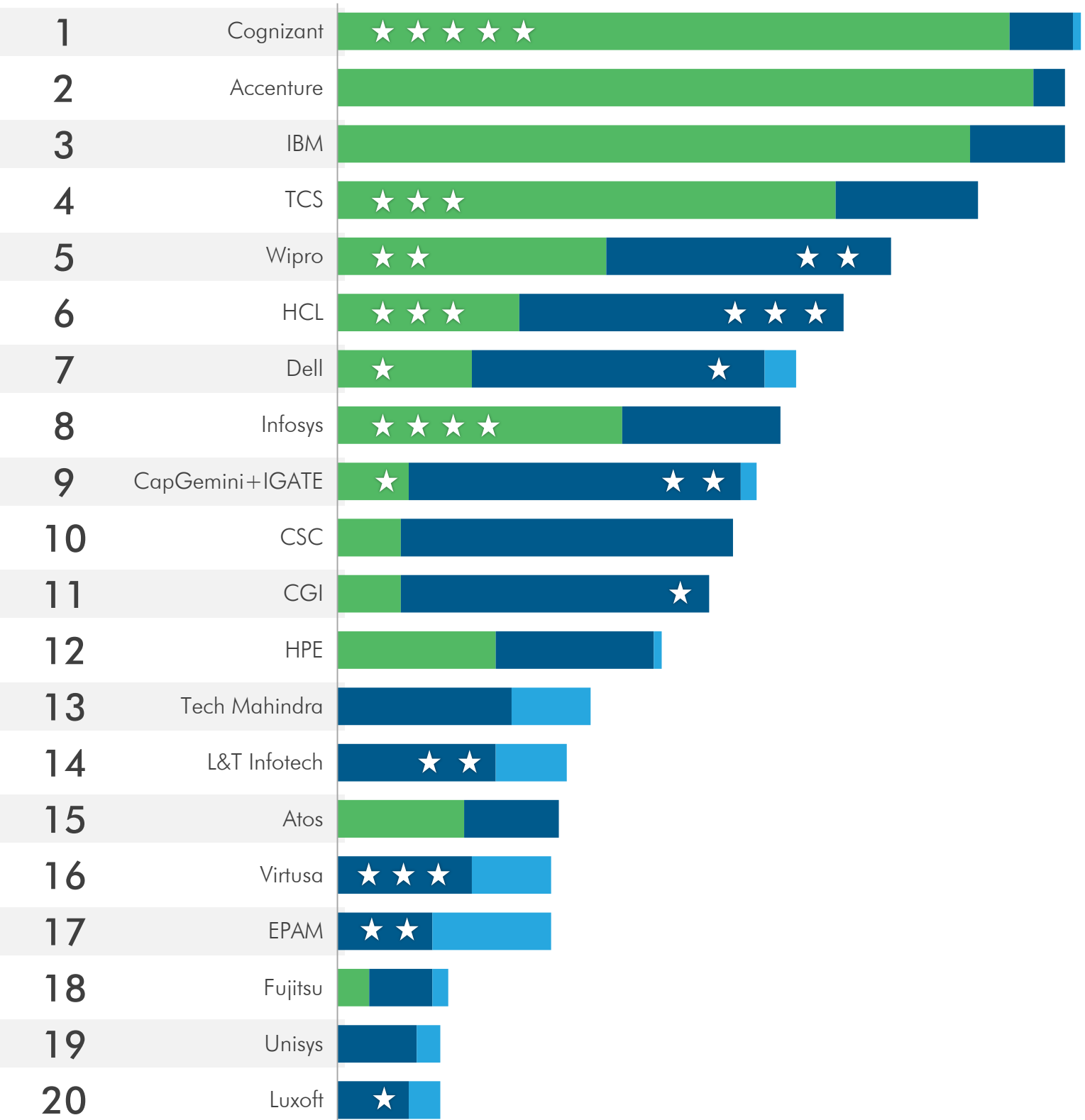
PEAK Matrix Service Provider of the Year: Top Leaders and Star Performers

Segment	Leader(s) of the year	Star Performer(s) of the year
Overall IT Services	accenture High performance. Delivered.	HCL
Healthcare & Life Sciences (HLS)	accenture High performance. Delivered. Cognizant	Cognizant
Banking, Financial Services, and Insurance (BFSI) IT	accenture High performance. Delivered. Cognizant TATA CONSULTANCY SERVICES	HCL Infosys
Application & Digital Services (ADS)	accenture High performance. Delivered.	NA award requires two years of data
Cloud & Infrastructure Services (CIS)	IBM Hewlett Packard Enterprise	NA award requires two years of data

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 empowers 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 and research.everestgrp.com.

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