

IT Service Provider of the Year

April 2023



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

In 2022, Everest Group published 34 PEAK Matrix® IT services evaluations featuring 138 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 eighth 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 Leaders, Major Contenders, or Aspirants, and Star Performers 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 Leader, Major Contender, and Aspirant, and Star Performer positions
- Individual category awards: We base these awards on the count of Leader and Star Performer positions across the categories evaluated including overall top 3 category
- 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

Note: The analysis for the PEAK Matrix Service Provider of the Year is based on PEAK Matrix assessments conducted for the segments we assessed in 2022. This ranking/analysis is not indicative of the overall capabilities of service providers for segments of the IT services market that we do not assess.

Additional information about PEAK Matrix evaluations and categories is available [here](#).

In 2022, Everest Group evaluated the following 34 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.



Application Services

Multi-cloud Application Development Services



Banking and Financial Services

- Open Finance IT Services
- Risk & Compliance in BFS IT Services



Cloud & Infrastructure Services

- Digital Workplace Services – Europe
- System Integration (SI) Capabilities on Microsoft Azure
- IT Security Services – Europe
- IT Security Services – North America
- Managed Detection and Response (MDR) Services
- Network Transformation Services
- System Integration (SI) Capabilities on Amazon Web Services (AWS)
- IT Security Services – North America
- Workplace Communication and Collaboration (WCC) Services
- System Integration (SI) Capabilities on Google Cloud Platform (GCP)



Data & Analytics

- Artificial Intelligence (AI) Services
- Data and Analytics (D&A) Services



Healthcare

- Healthcare Provider Digital Services
- Healthcare Payer Digital Services



Digital Services

- Digital Twin Services
- Sustainability Enablement Technology Services
- Adobe Services
- Digital Interactive Experience (IX) Services



Life Sciences

- Connected Medical Device Services
- Life Sciences Digital Services



Enterprise Platform Services

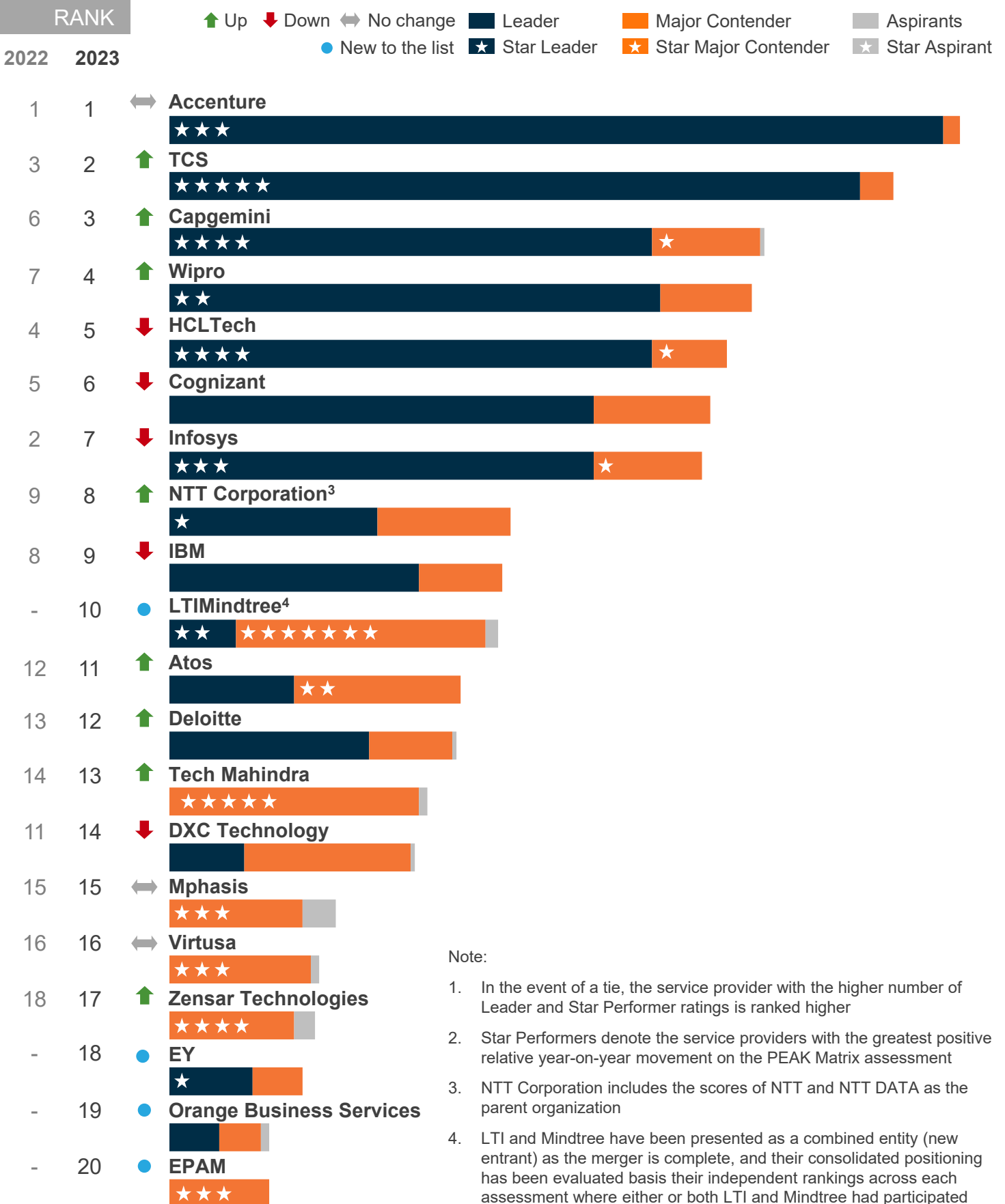
- Oracle Cloud Applications (OCA) Services – Europe
- Oracle Cloud Applications (OCA) Services – Global
- Salesforce Industry Cloud Services
- SAP Business Applications Services – Europe
- SAP Business Applications Services – Global
- ServiceNow Services



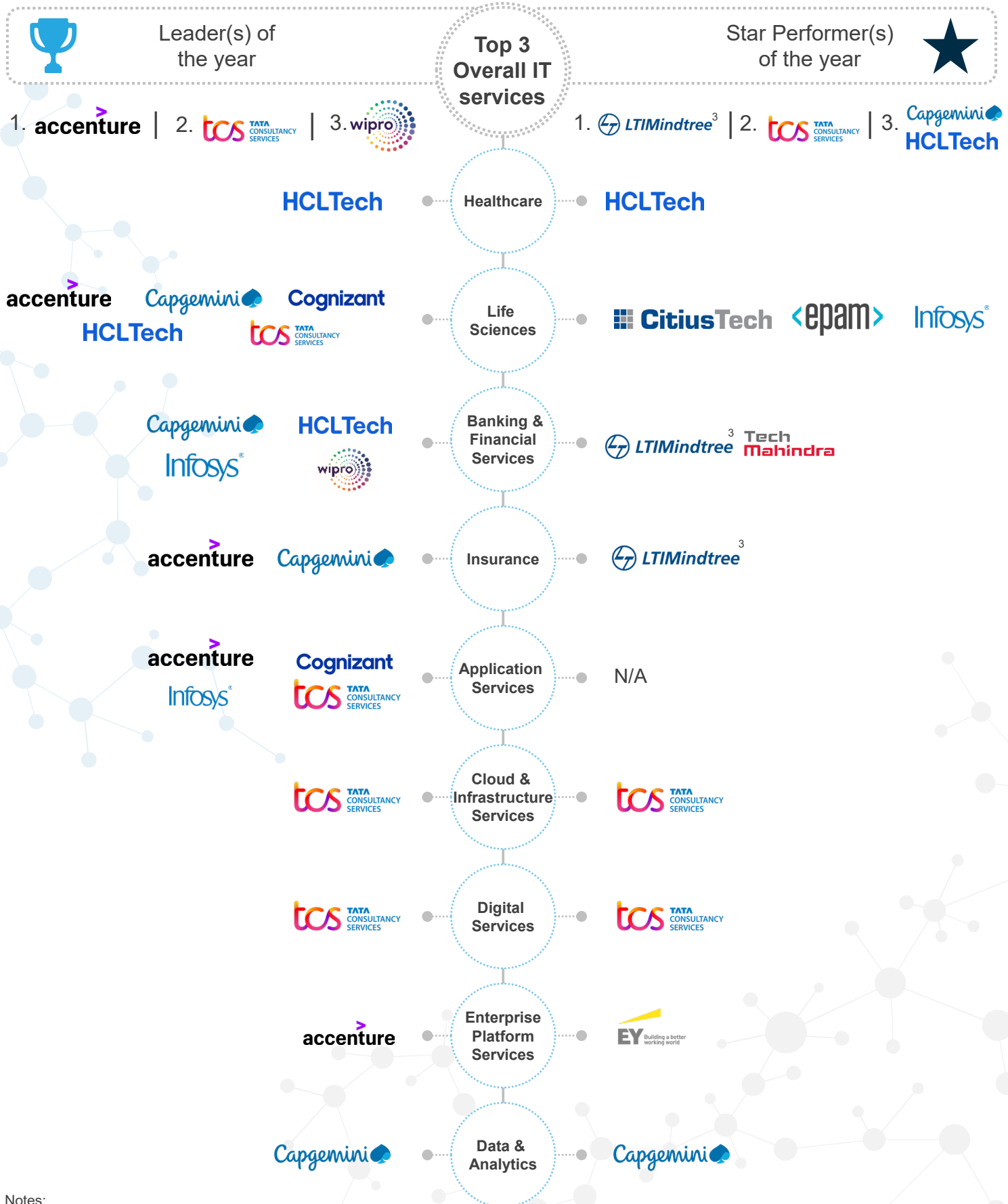
Insurance

- Application and Digital Services (ADS) in Life and Annuity (L&A) Insurance
- Guidewire Services
- Duck Creek Services
- Application and Digital Services (ADS) in Property & Casualty (P&C) Insurance
- Salesforce Services in Insurance

PEAK Matrix Service Provider of the Year: ITS Top 20



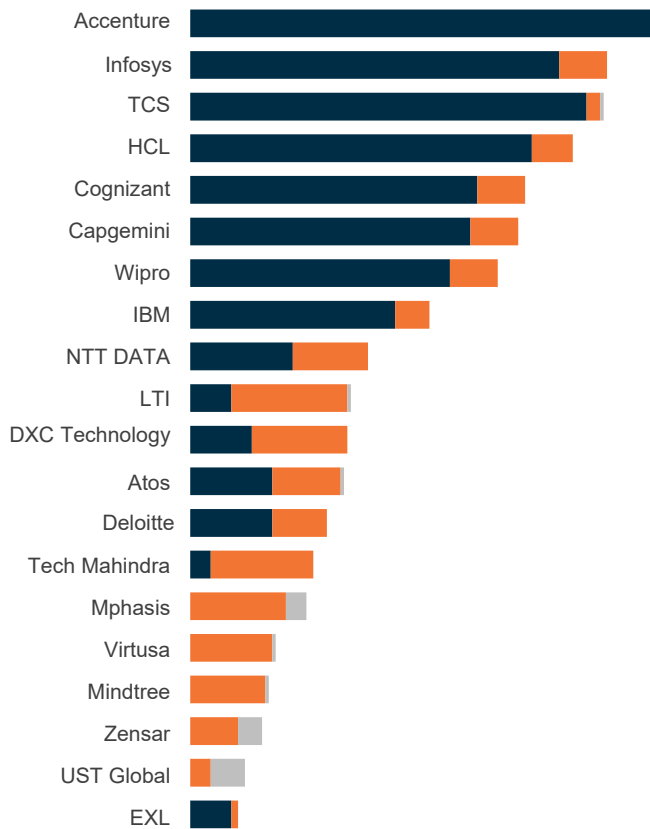
PEAK Matrix Service Provider of the Year 2023: Top Leaders and Star Performers



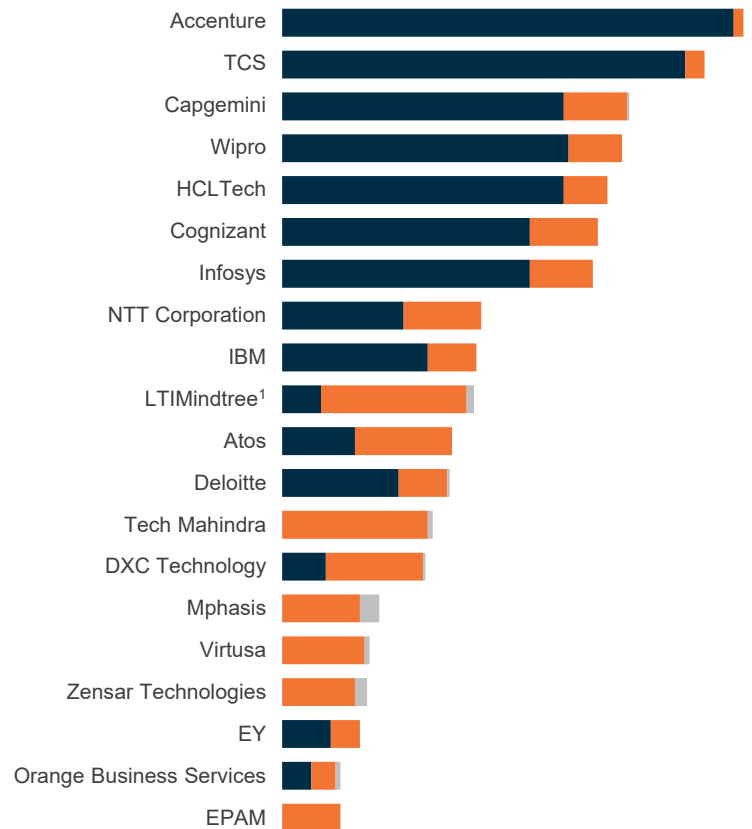
- Notes:
1. In the event of a tie, the service provider with the higher number of Leader and Star Performer ratings is ranked higher
 2. Specialist services PEAK Matrix assessments are excluded from this evaluation
 3. LTI and Mindtree have been presented as a combined entity as the merger is complete and their consolidated positioning has been evaluated basis their independent rankings across each assessment where either or both LTI and Mindtree had participated

PEAK Matrix Service Provider of the Year Awards 2023: Key highlights

ITS Top 20 – 2022



ITS Top 20 – 2023



- **Top of the leaderboard:** Accenture retains its position at the top of the leaderboard
- **Top 3:** Accenture retains the top position in the list, TCS and Capgemini rose to the second and third positions respectively
- **Moving up the ladder:** 8 service providers improved their rankings
 - TCS moved from 3 to 2
 - Capgemini moved from 6 to 3
 - Wipro moved from 7 to 4
 - NTT Corporation moved from 9 to 8
 - Atos moved from 12 to 11
 - Deloitte moved from 13 to 12
 - Tech Mahindra moved from 14 to 13
 - Zensar Technologies moved from 18 to 17
- **New entrants:** EY, EPAM, LTIMindtree¹, and Orange Business Services entered the leaderboard this year
- **Exits:** UST Global and EXL exited the list
- **Overall:** 8 service providers improved their rankings, 5 service providers slipped, 3 service providers maintained their rankings, and 4¹ service providers entered the list

1. LTI and Mindtree have been presented as a combined entity (new entrant) as the merger is complete, and their consolidated positioning has been evaluated basis their independent rankings across each assessment where either or both LTI and Mindtree had participated

PEAK Matrix Service Provider of the Year: Top ITS Challengers



Top ITS Challengers 2023

1. Mphasis | 2. virtusa | 3. zensar™



Top ITS Challenger Star Performer 2023

zensar™

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

2022

LTI
Let's Solve

Mphasis
The Next Applied

virtusa

Mindtree
Welcome to possible

zensar™

U .
S T

EXL

aspire
SYSTEMS
attention. always.

birlasoft

Coforge

1

2

3

4

5

6

7

8

9

10

Mphasis ↑
The Next Applied

virtusa ↑

zensar™ ↑

Coforge ↑

brillio ●

U .
S T ↔

stefanini ●
CO-CREATING SOLUTIONS FOR A BETTER FUTURE

MICROLAND® ●

CitiusTech ●

Persistent ●

2023

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

About Everest Group

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