



Valenco*Insights* - Best IT Services companies 2020

Results of the survey conducted in Nov 2020 by Valenco Inc.

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In its 5th annual survey, Valenco asked survey respondents to pick their top 3 IT services companies in three categories – Overall, Large companies, & Next tier companies

The survey offered 21 named companies to choose from and the option of voting for one outside these. There were also two group choices – one called “Smaller companies”, illustrating it with names like 3i Infotech/Infogain/ITC Infotech/Happiest Minds and one titled Engineering SI’s – GlobalLogic//L&T Tech/Epam.

Respondents shared their geographic location, years of experience in one of three ranges, and their profession from among IT services sales/account sales, IT SME/Delivery or Other.

The winners

Best IT services company – all respondents

	#1	#2	#3
2020	TCS	Accenture	Infosys
2019	TCS	Accenture	Cognizant
2018	Accenture	Cognizant / TCS	
2017	Accenture	Cognizant	IBM
2016	Cognizant	Accenture	Infosys

TCS held its spot as the #1 IT services company. It got a big boost from respondents outside the USA.

Accenture and Infosys took the next two spots. For the first time in the last 5 years, Cognizant did not make it to the top 3..

There was a significant gap in votes between the top two and the other companies

Best Large IT services company – all respondents

	#1	#2	#3
2020	Accenture	TCS	Infosys
2019	TCS/Accenture		Cognizant
2018	Accenture	Cognizant / TCS	
2017	Accenture	Cognizant	IBM
2016	Accenture	Cognizant	TCS

Accenture pipped TCS to the # 1 spot in the large company category, and again, Infosys replaced Cognizant in the #3 spot.



Best Next Tier IT services company – all respondents

	#1	#2	#3
2020	Mindtree	LTI	Mphasis
2019	Mindtree	LTI	Hexaware/Mphasis/Engineering companies
2018	Mindtree	LTI	Virtusa
2017	Mindtree	LTI	Smaller companies
2016	Mindtree	LTI	Smaller companies

Mindtree and LTI retained the #1 & 2 spots for the 5th year in a row in the next size tier of companies and Mphasis took the #3 spot. Mindtree is losing some sheen though since 2018 with a drop in the % of votes received.

Results by demographic groups

1. By Location of respondents

Best IT services company – USA / Canada respondents

	#1	#2	#3
Best overall company	Accenture	TCS	Infosys
Best large size company	Accenture	TCS	Infosys
Best next-tier company	Mindtree	LTI	Mphasis

For respondents in the USA & Canada, Accenture & Mindtree were at the top, TCS & LTI at #2 and Infosys / Mphasis ranked 3rd in their respective groups

Best IT services company – India/rest of world respondents

	#1	#2	#3
Best overall company	TCS	Infosys/Wipro	
Best large size company	TCS	Infosys/Wipro	
Best next-tier company	Mindtree	LTI	Virtusa

Outside the USA/Canada, it was TCS, Infosys and Wipro especially with respondents in India.

Mindtree & LTI retained their top spots in the next-tier company group, Virtusa at #3 and was a first timer the top 3

2. By profession of respondents

Best IT services company – Sales & biz dev respondents

	#1	#2	#3
Best overall company	Accenture	TCS	Infosys
Best large size company	Accenture	TCS	Infosys
Best next-tier company	Mindtree	LTI	Mphasis

Similar to the choices made by respondents from the USA, those in sales/biz dev also ranked Accenture & Mindtree were at the top, TCS & LTI at #2 and Infosys / Mphasis ranked 3rd in their respective groups.



Best IT services company – SME & delivery respondents

	#1	#2	#3
Best overall company	TCS/Accenture		Wipro
Best large size company	TCS	Accenture	Cognizant / Wipro
Best next-tier company	Mindtree	LTI	Smaller companies / Persistent

Among SME's/Delivery respondents, TCS and Accenture tied for the #1 overall company and took the top 2 spots in the large company category. Wipro made it to the # 3 spot in both categories. Persistent made its first showing, coming as # 3 in the next-tier companies

Best IT services company – Non sales / non IT delivery respondents

	#1	#2	#3
Best overall company	TCS	Infosys/Wipro	
Best large size company	TCS	Infosys	Wipro/Accenture
Best next-tier company	Mindtree	LTI	Virtusa

Among those who are not in IT sales or delivery it was TCS at the top in the overall and large company groups. Infosys and Wipro filled the next two spots, with Accenture struggling to find place in the top 3.

Among the next-tier companies, Mindtree, LTI and Virtusa retained the top 3 spots

3. By experience profile of respondents

Best IT services company – > 20 year experience respondents

	#1	#2	#3
Best overall company	TCS	Accenture	Infosys
Best large size company	Accenture	TCS	Infosys
Best next-tier company	Mindtree	LTI	Virtusa

Overall, and among large companies, TCS and Accenture were the top picks and in the next-tier companies Mindtree / LTI stayed at the top with respondents in the highest experience band.

Best IT services company – > 15 - 20 year experience respondents

	#1	#2	#3
Best overall company	TCS	Accenture	Wipro
Best large size company	Accenture	TCS	Infosys
Best next-tier company	Mindtree	NIIT (Coforge)	Hexaware

The mid-experience band voters had similar preferences in the overall and large company categories but voted NIIT (Coforge) and Hexaware into the top 3 among mid-tier companies.

Best IT services company – > < 15 years' experience respondents

	#1	#2	#3
Best overall company	Accenture	TCS	
Best large size company	Accenture	TCS/CTS	
Best next-tier company	LTI/Hexaware/Persistent		



Among the young respondents, it was again Accenture and TCS overall and among large firms and a three way tie between LTI, Persistent and Hexaware in the next-tier company group.