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ValencoInsights - Best IT Services companies 2021
Results of the survey conducted in Nov 2021 by Valenco Inc.
www.valencoinc.com

In its 6th annual survey, Valenco asked respondents to pick their top 3 IT services companies in three categories – Overall, Large companies, & Next tier companies

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
2021	Accenture	TCS	Infosys
2020	TCS	Accenture	Infosys
2019	TCS	Accenture	Cognizant
2018	Accenture	Cognizant / TCS	
2017	Accenture	Cognizant	IBM
2016	Cognizant	Accenture	Infosys

Accenture pipped TCS to the #1 spot this year, boosted by gains with respondents from India.

Infosys held its #3 spot

While both TCS & Accenture lost a little sheen with winning margins lesser than in 2020, there was still a significant gap in votes between the top two and the other companies

Best Large IT services company – all respondents

	#1	#2	#3
2021	Accenture	TCS	Infosys
2020	Accenture	TCS	Infosys
2019	TCS/Accenture		Cognizant
2018	Accenture	Cognizant / TCS	
2017	Accenture	Cognizant	IBM
2016	Accenture	Cognizant	TCS

Accenture held the # 1 spot as the best large company, though by a whisker, losing ground with respondents in the USA

TCS and Infosys took the # 2 and 3 spots.

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Best Next Tier IT services company – all respondents

	#1	#2	#3
2021	Mindtree	LTI / Persistent	
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 was again at the top; for the 6th year in a row and growing it's share of votes compared with 2020

LTI too, held at # 2, also for a 6th year.

The surprise entrant was Persistent, which not only made its entry in the top 3 for the first year but tied with LTI at # 2

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	Persistent

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

Both Accenture and TCS ceded some ground through with a lesser % of votes compared with 2020

Best IT services company – India/rest of world respondents

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

Outside the USA/Canada, it was TCS at #1 and Accenture made it to the top 3 for the first time at #2.

Mindtree & LTI retained their top spots in the next-tier company group, with Mphasis and a group of small companies at # 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	Persistent

Sales professionals rated Accenture as the # 1 overall and large company though with a lower margin, and TCS tied with it as the best large company. Mindtree & LTI held at the #1 and #2 spots in the next tier with Persistent as a first time #3.

Best IT services company – SME & delivery respondents

	#1	#2	#3
Best overall company	TCS/Accenture		Wipro/HCL/Cap/IBM
Best large size company	TCS / Accenture		Infosys
Best next-tier company	Mindtree	LTI	Mphasis

Among SME's/Delivery respondents, TCS and Accenture tied for the #1 overall and large company. There was a 4way tie for the # 3 best overall company spot among Wipro, IBM, HCL & Capgemini.

Mindtree & LTI were at # 1 and 2 in the next tier of companies followed by Mphasis

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

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

Among those who are not in IT sales or delivery, TCS and Accenture tied for the #1 spot and Accenture pipped TCS to the #1 spot as the best large company. Infosys made it to the #3 spot in both groups with Wipro and first time entrant IBM at the #3 spot among the large companies.

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	Accenture	TCS	Infosys
Best large size company	Accenture	TCS	Infosys
Best next-tier company	Mindtree	LTI	Persistent

Overall, and among large companies, Accenture, TCS and Infosys were the top picks and in the next-tier companies Mindtree / LTI stayed at the top with newcomer Persistent at # 3.

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

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

The mid-experience band voters had similar preferences in the overall and large company categories but voted for Mphasis as their #2 choice in the next tier companies.

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

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

Among the young respondents, it was again TCS and Accenture and among large firms and Mindtree, followed by Hexaware in the next-tier company group.