



Valenco*Insights* - Best IT Services companies 2023

Results of the survey conducted in October 2023 by Valenco Inc.

www.valencoinc.com

In its 8th 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
2023	TCS	Accenture	Infosys
2022	Accenture	TCS	Infosys
2021	Accenture	TCS	Infosys
2020	TCS	Accenture	Infosys
2019	TCS	Accenture	Cognizant
2018	Accenture	Cognizant / TCS	

TCS took the top spot this year, with Accenture a close second and Infosys holding its place at #3.

Best Large IT services company – all respondents

	#1	#2	#3
2023	TCS	Accenture	Infosys
2022	Accenture	TCS	Infosys
2021	Accenture	TCS	Infosys
2020	Accenture	TCS	Infosys
2019	TCS/Accenture		Cognizant
2018	Accenture	Cognizant / TCS	

In the large company category too, TCS pipped Accenture to the #1 position and Infosys at #3.

Best Next Tier IT services company – all respondents

	#1	#2	#3
2023	LTIMindtree	Persistent	L&T Tech
2022	LTIMindtree	Persistent	Engineering services Co's.
2021	Mindtree	LTI / Persistent	
2020	Mindtree	LTI	Mphasis
2019	Mindtree	LTI	Hexaware/Mphasis/Engineering companies
2018	Mindtree	LTI	Virtusa

Unsurprisingly, LTIMindtree was voted the best next tier company with Persistent at #2. We added L&T technologies as a new name this year and it took the #3 spot narrowly displacing Mphasis.



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	LTIMindtree	Persistent	Mphasis

Accenture is viewed more favorably in the USA and Canada and moved ahead of TCS to the #1 spot here.

LTIMindtree, Persistent and Mphasis replicated their standings of 2022 and held the top 3 positions among next tier companies.

Best IT services company – India/rest of world respondents

	#1	#2	#3
Best overall company	TCS	Infosys	Accenture/Wipro
Best large size company	TCS	Infosys	Accenture
Best next-tier company	LTIMindtree	Persistent	Birlasoft

Outside the USA/Canada, TCS is the strongest brand, and was the #1 both overall and in the large company category. Infosys moved up to #2 and Accenture clearly has less traction and dropped to #3.

Wipro made its first showing at in the top 3. It still has a loyal voter pool in India.

In the next tier companies LTIMindtree again at #1 with two new entrants in the next two spots – Persistent and Birlasoft.

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	LTIMindtree	Persistent	Smaller companies

Sales professionals voted Accenture and TCS at the top with Infosys at #3

Among the next tier of companies, they ranked LTIMindtree, Persistent as top 2. After a few years, a smaller companies group which includes Brillio/Happiest Minds/Infogain/ValueMomentum is back at #3.

Best IT services company – SME & delivery respondents

	#1	#2	#3
Best overall company	TCS	HCL	Accenture/CTS/Infosys
Best large size company	TCS	Accenture	Infosys
Best next-tier company	LTIMindtree/Persistent		Mphasis



Among SME's/Delivery respondents, TCS the clear #1. HCL makes its first showing in the top 3. There is a three-way tie for the place among Accenture, Infosys, and Cognizant.

Among only the large companies, it was TCS followed by Accenture and Infosys.

In the next tier, delivery professionals pushed Persistent to tie with LTIMindtree for the top spot and Mphasis took the third position.

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

	#1	#2	#3
Best overall company	TCS	Infosys	Accenture/Wipro
Best large size company	TCS	Infosys	Wipro
Best next-tier company	LTIMindtree	L&T Technologies/Mphasis	

Among those who are not in IT sales or delivery, TCS was at #1 followed up Infosys and Wipro tying with Accenture at #3.

Accenture lost its top 3 standing among the large companies to TCS, Infosys and Wipro

LTIMindtree regained the #1 spot, L&T Tech made its first appearance at #2 tied with Mphasis

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	TCS	Accenture	Infosys
Best next-tier company	LTIMindtree	Persistent	L&T Tech

The most experienced respondents went with TCS as both overall and best large company. Accenture dropped to #2 and Infosys retained its 3rd position.

L&T Tech made it to the top 3 in the next tier companies.

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

	#1	#2	#3
Best overall company	Accenture/TCS		Infosys/IBM/LTIMindtree
Best large size company	Accenture	TCS	Infosys
Best next-tier company	LTIMindtree	Virtusa / Smaller companies	

The mid-experience band voters liked Accenture and tied it with TCS at # 1 overall and a clear #1 among large companies.

IBM and LTI Mindtree made the top 3 for the first time in the overall best group with this demographic.



Similarly, Virtusa made its first showing in the top 3 among next tier companies.

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

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

Among the youngest respondents, Accenture/TCS tied for the #1 spot and Infosys close.

Among next tier companies, LTI Mindtree regained #1 with Persistent, Mphasis and Hexaware in a three-way tie for #2.