



Valenco*Insights* - Best IT Services companies 2019

Results of the survey conducted in Nov 2019 by Valenco Inc.

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Valenco sent a survey with 3 questions to over 1400 potential respondents and also posted on LinkedIn. The questions were – Which is the best IT services company, which is the best large IT services company, and which the best next tier IT services company is.

The survey named 20 companies to choose from. It also offered an option of naming a company outside these and had choices called “Smaller companies”, illustrating it with names like 3i Infotech/Infogain/ITC Infotech/Happiest Minds and a group titled Engineering SI’s – GlobalLogic/Persistent/L&T Tech/Epam.

Respondents were asked to share whether they worked in USA/Canada, India, or in other countries, their years of experience, and their profession (IT services sales/account sales, IT SME/Delivery or Other)

Summary of results

Best IT services company – all respondents

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

Best Large IT services company – all respondents

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

For the first time, TCS moved up to the #1 spot as the best overall IT services company and was tied at #1 with Accenture for the best large IT services company. While neck to neck in other respondent sets, a boost by voters in India helped TCS to the top.

Cognizant took the third place but was far behind the two leaders.

Best Next Tier IT services company – all respondents

	#1	#2	#3
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 4th year in a row in the next size tier of companies. There was a 3 way tie for the # 3 spot among Hexaware, Mphasis, and the cluster of engineering companies.

Results by demographic groups

1. By Location of respondents

Best IT services company – USA / Canada respondents

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

For respondents in the USA & Canada, Accenture & Mindtree were at the top with TCS & LTI at #2 in their respective tiers.

Best IT services company – India/rest of world respondents

	#1	#2	#3
Best overall company	TCS	Accenture	Wipro
Best large size company	TCS	Accenture	Infosys
Best next-tier company	Mindtree	LTI	Hexaware/Zensar/Small companies/Engineering services

Outside the USA/Canada, it was TCS and Mindtree in the respective top slots with Accenture & LTI at #2. Cognizant dropped out of the top 3 & Wipro, Infosys, Hexaware & Zensar showed up in the # 3 rankings reflecting their popularity outside the USA/Canada

2. By profession of respondents

Best IT services company – Sales & biz dev respondents

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

Those in sales/biz dev ranked Accenture and Mindtree as top choices followed by TCS & LTI

Best IT services company – SME & delivery respondents

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

Among SME's/Delivery respondents, TCS and Mindtree were the top choices, followed by Accenture & LTI taking the #2 spots



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

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

Among those who are not in IT sales or delivery it was TCS & Mindtree leading their categories, followed by Accenture & LTI as runners up. Wipro and Infosys crept into the #3 positions showing that they have a following with this group of respondents.

3. By experience profile of respondents

Best IT services company – > 20 year experience respondents

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

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

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

The more experienced respondents ranked TCS, Accenture & Mindtree at the top followed by LTI at #2 in the next-tier company category.

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

	#1	#2	#3
Best overall company	TCS	Accenture/Infosys	
Best large size company	TCS	Accenture	Infosys
Best next-tier company	Mindtree	Virtusa/NIIT/UST Global	

Among the young respondents, TCS and Mindtree were the most preferred followed by Accenture & Infosys among larger companies & Virtusa/NIIT/UST Global among the smaller ones. Neither Cognizant nor LTI which were prominent with other respondents, made it to the top 3 with this group.