



Everest Group
PEAK
MATRIX®
Service Provider
of the Year 2022

IT Service Provider of the Year

In 2021, Everest Group evaluated the following 26 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.

Banking and Financial Services

Finastra IT Services

Platform IT Services in BFS

Temenos IT Services

Application and Digital Services in Banking

Global

Europe

Enterprise Platform Services

Microsoft Dynamics 365 Services

SAP S/4HANA Services

Life Sciences

Veeva Services

Commercial Services Specialists

Cloud & Infrastructure Services

Cloud Services Assessment 2022 – North America

Cloud Services Assessment 2022 – Europe

IT Managed Security Services

Software Defined Wide Area Network (SD-WAN) Services

Network Transformation and Managed Services

Digital Workplace Services

Mainframe Services

Healthcare

Healthcare Analytics Services

Intelligent Automation in Healthcare – Solutions

Digital Services

Enterprise Blockchain Services

Internet of Things (IoT) Supply Chain Solutions

Data & Analytics

Analytics and AI Services Specialists

Advanced Analytics and Insights (AA&I) Services

Data and Analytics (D&A) Services

Insurance Services

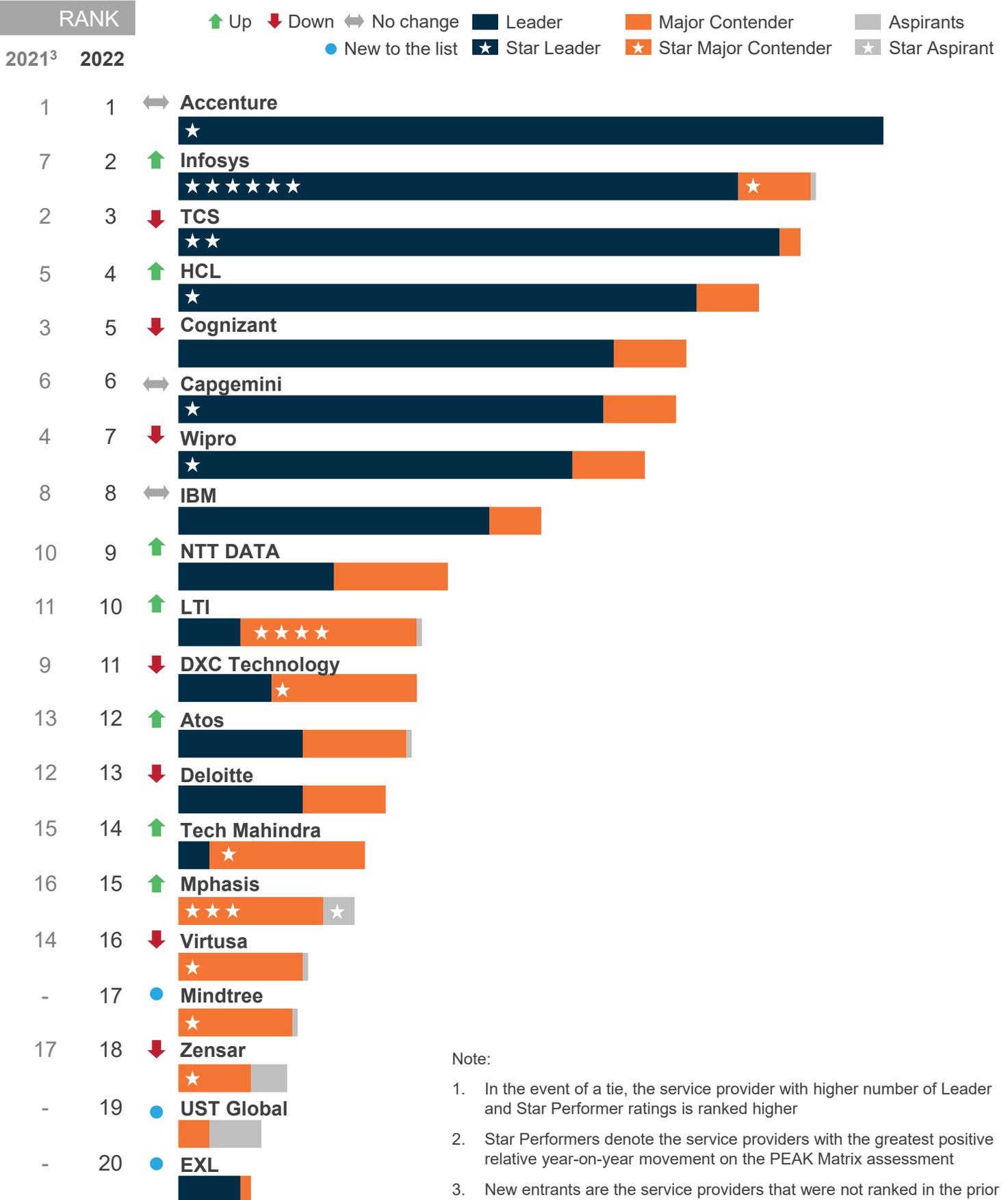
Insurance Platforms IT Services

Application Services

Application Transformation Services

Enterprise Quality Assurance Services

PEAK Matrix Service Provider of the Year: ITS Top 20^{1,2}



Note:

1. In the event of a tie, the service provider with higher number of Leader and Star Performer ratings is ranked higher
2. Star Performers denote the service providers with the greatest positive relative year-on-year movement on the PEAK Matrix assessment
3. New entrants are the service providers that were not ranked in the prior year

PEAK Matrix Service Provider of the Year 2022^{1,2}: Top Leaders and Star Performers



Leader(s) of the year

1. **accenture** | 2. **tcs** TATA CONSULTANCY SERVICES | 3. **HCL**

Top 3 Overall IT services

Star Performer(s) of the year



1. **Infosys** | 2. **LTI** Let's Solve | 3. **Mphasis** The Next Applied

accenture **Cognizant** **NTT DATA**
OPTUM

Healthcare N/A

accenture **Cognizant** **nnit**
tcs TATA CONSULTANCY SERVICES

Life Sciences N/A

Capgemini **LTI** Let's Solve **Infosys**

Banking & Financial Services

accenture **Atos** **Capgemini**
Cognizant **HCL** **Infosys** **LTI** Let's Solve

Insurance N/A

wipro **HCL** **Infosys** **Mphasis** The Next Applied

Application Services

tcs TATA CONSULTANCY SERVICES **tcs** TATA CONSULTANCY SERVICES

Cloud & Infrastructure Services

tcs TATA CONSULTANCY SERVICES **Infosys** **Mphasis** The Next Applied **Tech Mahindra**

Digital Services

accenture **Infosys** N/A

Enterprise Platform Services

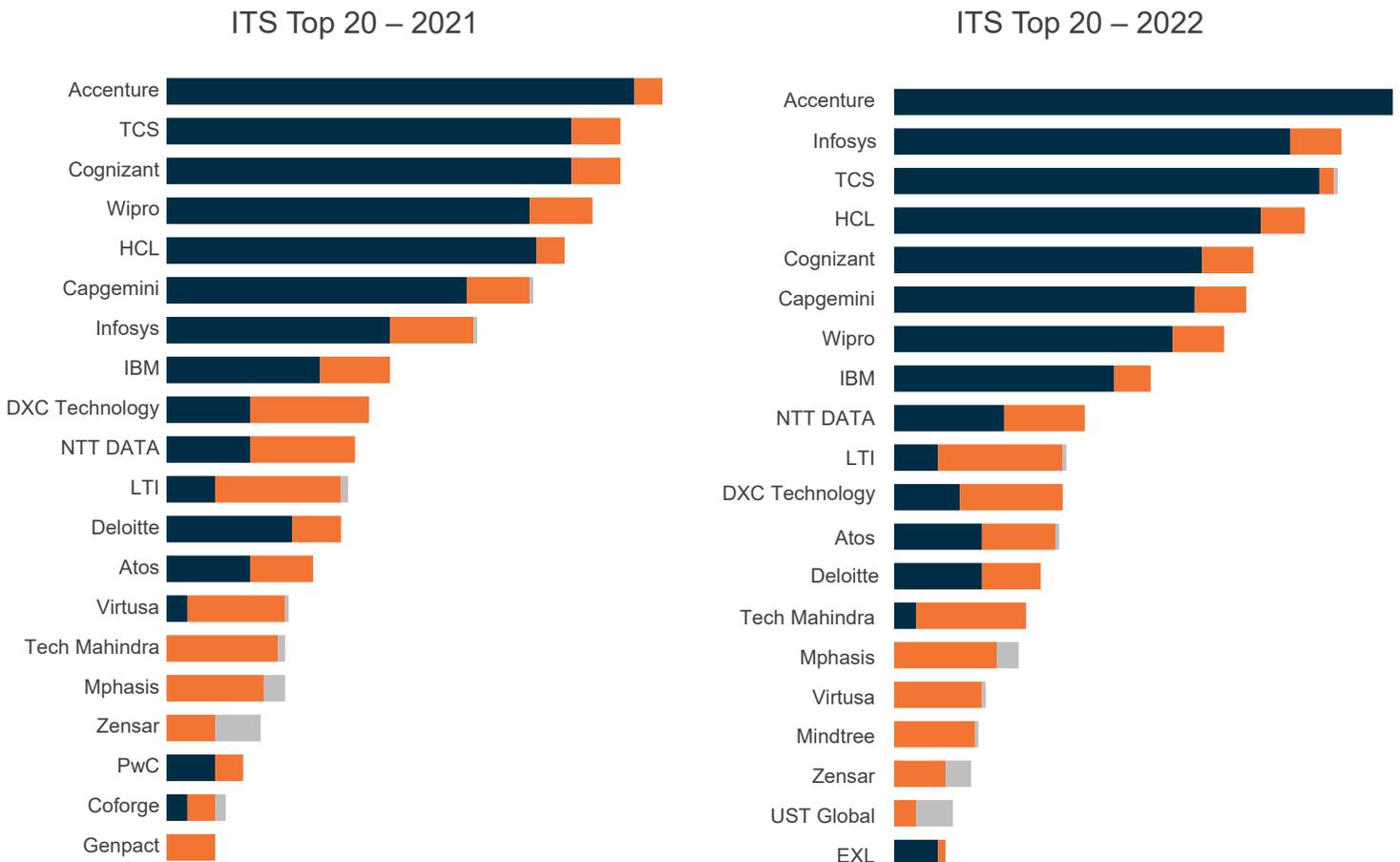
Infosys **Infosys**

Data & Analytics

Note:

1. In the event of a tie, the service provider with higher number of Leader and Star Performer ratings is ranked higher
2. Specialist services PEAK Matrix assessments are excluded from this evaluation

PEAK Matrix Service Provider of the Year Awards 2022: Key highlights



- **Top of the leaderboard:** Accenture retains its position at the top of the leaderboard
- **Top 4:** Accenture retains the top position in the list, Infosys rose to the second position, and TCS was ranked third, followed by HCL
- **Moving up the ladder:** 7 service providers improved their rankings
 - Infosys moved from 7 to 2
 - HCL moved from 5 to 4
 - NTT DATA moved from 10 to 9
 - LTI moved from 11 to 10
 - Atos moved from 13 to 12
 - Tech Mahindra moved from 15 to 14
 - Mphasis moved from 16 to 15
- **New entrants:** Mindtree, UST Global, and EXL entered the leaderboard this year
- **Exits:** PwC, Genpact, and Coforge exited the list
- **Overall:** 7 service providers improved their rankings, 7 service providers slipped, 3 service providers maintained their rankings, and 3 service providers entered the list.

PEAK Matrix Service Provider of the Year: Top ITS Challengers



Top ITS Challengers 2022

1. **LTI** Let's Solve | 2. **Mphasis** The Next Applied | 3. **virtusa**



Top ITS Challenger Star Performer(s) 2022

- LTI** Let's Solve | **Mphasis** The Next Applied

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

2021

2022

2021 Rank	2021 Provider	2022 Rank	2022 Provider	Change
1	LTI Let's Solve	1	LTI Let's Solve	↔
2	virtusa	2	Mphasis The Next Applied	↑
3	Mphasis The Next Applied	3	virtusa	↓
4	zensar™	4	Mindtree Welcome to possible	●
5	Coforge	5	zensar™	↓
6	U · S T	6	U · S T	↔
7	CitiusTech	7	EXL	●
8	GFT	8	aspire SYSTEMS attention. always.	●
9	MICROLAND®	9	birlasoft	●
10	GAVS	10	Coforge	↓

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



Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our research also covers the technologies that power those processes and functions and the related talent trends and strategies. Our clients include leading global companies, service and technology providers, and investors. Clients use our services to guide their journeys to maximize operational and financial performance, transform experiences, and realize high-impact business outcomes. Details and in-depth content are available at www.everestgrp.com.



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