



Key Vendor Profile

Quarterly Update – Vendor Intelligence Program

Q4 2023

Quarterly Update Abstract

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By Rachael Stormonth and
Dominique Raviart

NelsonHall

33 pages

Contents of Full Report

1. IT Services Vendors Comparative Performance
2. IT Services Vendors Individual Performance.

Who is this Vendor Assessment for?

NelsonHall's Quarterly Update for Q4 2023 is a new NelsonHall product that tracks and compares the financial performance of tier-one IT service vendors. It explains each vendor's financial performance for the latest quarter and compares it with competitors across several financial items (e.g., CC revenue growth, revenue growth in North America and EMEA, in Financial Services, and EBIT margin).

Key Findings & Highlights

- In Q4 2023, revenues of most vendors (TCS, CGI, Accenture, Capgemini and Infosys) continued to decline with growth ranging between -1% and +2%
- IBM Consulting and HCLTech were the exceptions, both achieving CC growth above 4%
- Three vendors are trailing: Cognizant, DXC, and Wipro; all three undergoing transformation plans:
 - Cognizant and DXC are stabilizing (DXC at a low level)
 - Wipro continues to underperform against peers, partly due to slowness in activity at Capco.

Scope of the Report

The report provides an analysis of the performance of Accenture, Capgemini, CGI, Cognizant, DXC, HCLTech, IBM Consulting, Infosys, TCS, and Wipro, across:

- Reported y/y revenue growth in the past five quarters
- Constant currency (CC) y/y revenue growth in the past five quarters
- North America revenue growth (y/y, CC) in the past five quarters
- EMEA revenue growth (y/y, CC) in the past five quarters
- Financial Services revenue growth (y/y, CC) in the past five quarters
- EBIT margin in the past five quarters
- EBIT margin and CC revenue growth in Q4 2023
- Full-year guidance.

For each vendor, the QU includes, where available:

- An analysis of revenue growth, EBIT margin, and bookings
- Metrics by geography, vertical, and service line.

About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs. He also leads the VIP program that covers tier-one IT service vendors.

Dominique covers IT Services research in the areas of Software Testing/QA. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having recently examined digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.

Dominique can be contacted at:

- Email: dominique.raviart@nelson-hall.com
- Twitter: [@DominiqueR_NH](https://twitter.com/DominiqueR_NH)



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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com.

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton, Massachusetts 02466
Phone: +1 857 207 3887

London

29 Rose Hill
Binfield
Bracknell, RG42 5LH
Phone: +44(0) 208 638 7282

Paris

115 rue de Reuilly
75020 Paris
Phone: + 33 (0)6 23 81 17 54

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