

# IT service companies love to be hated! (In any case, they do everything to be so...)

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Why do some IT service companies themselves fuel their bad reputation? A deciphering of common practices and concrete suggestions to build a more ethical model.

IT service companies carry a reputation that is often well-deserved. Frustrated consultants, clients fed up, disillusioned candidates... rather than improving their image, some persist in dubious practices that fuel this negative perception.

Here are seven of the most common reasons, illustrated by unbelievable statements heard over the years.

## Deceptive recruitment and communication

Stimulating projects, skill development, support... On paper, everything is perfect. But once on the job, reality is often quite different. As they say: "Promises only bind those who listen to them."

## Nonexistent career management

There's talk of advancement, training, internal mobility... but in reality: "A good consultant is one who stays on a project for a long time and doesn't cause any trouble."

## High turnover and a lack of effort to reduce it

Rather than retaining their teams, some IT service companies accept turnover as a given. "We won't train them, 50% will be gone in six months and 95% in two years!"

## **Opaque salary policies and unfulfilled promises**

Raises are vague, criteria are unclear, and the margin captured by the company doesn't always benefit the consultant. "I can't give you a raise because the client doesn't want to increase the rate."

## **Total disengagement regarding clients**

If a mission goes wrong, the consultant is left alone with the client. "The client pays your salary, so he's always right."

## **A short-term logic that damages the sector's image**

Quickly placing a consultant, generating revenue, and starting over. "Get them started, we'll sort it out later!"

## **A sales approach with no added value**

Poor qualification of needs, mass sending of resumes... The company just acts as an intermediary. "Shoot over some files, we need to keep our presence!"

## **What solutions?**

Not all IT service companies operate this way. Some resist and focus on:

- **Transparency from the recruitment stage:** not overselling missions or career prospects.
- **Real support:** regular follow-up of consultants, training, and clear career paths.
- **Equitable salary policy:** raises based on objective criteria independent of client billing.
- **A client relationship based on trust:** prioritizing quality and long-term partnership over an opportunistic view.

Other reasons to hate IT service companies or, conversely, other examples of good practices?

PS: If you think it's not possible to work in an IT service company honestly and ethically, contact me and we'll talk about it.