



## **Life Sciences (LS) Operations – Service Provider Compendium 2020**

Healthcare & Life Sciences (HLS) Business Process Services (BPS)  
Market Report – March 2020: Complimentary Abstract / Table of Contents

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## Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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# Background and methodology of the research

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## Background of the research

This report examines the dynamics of the global LS operations service provider landscape and its impact on the LS operations market. Based on the comprehensive Everest Group PEAK Matrix®, each of the 24 LS operations service providers are segmented into Leaders, Major Contenders, and Aspirants. The report also provides key insights into service provider position & growth in the market, changing market dynamics, and assessment of service provider delivery capabilities. It will assist key stakeholders (service providers, buyers, and technology providers) to understand the current state of the LS operations service provider landscape.

## In this research, we analyse the global LS operations service provider landscape during 2018-2019. We focus on:

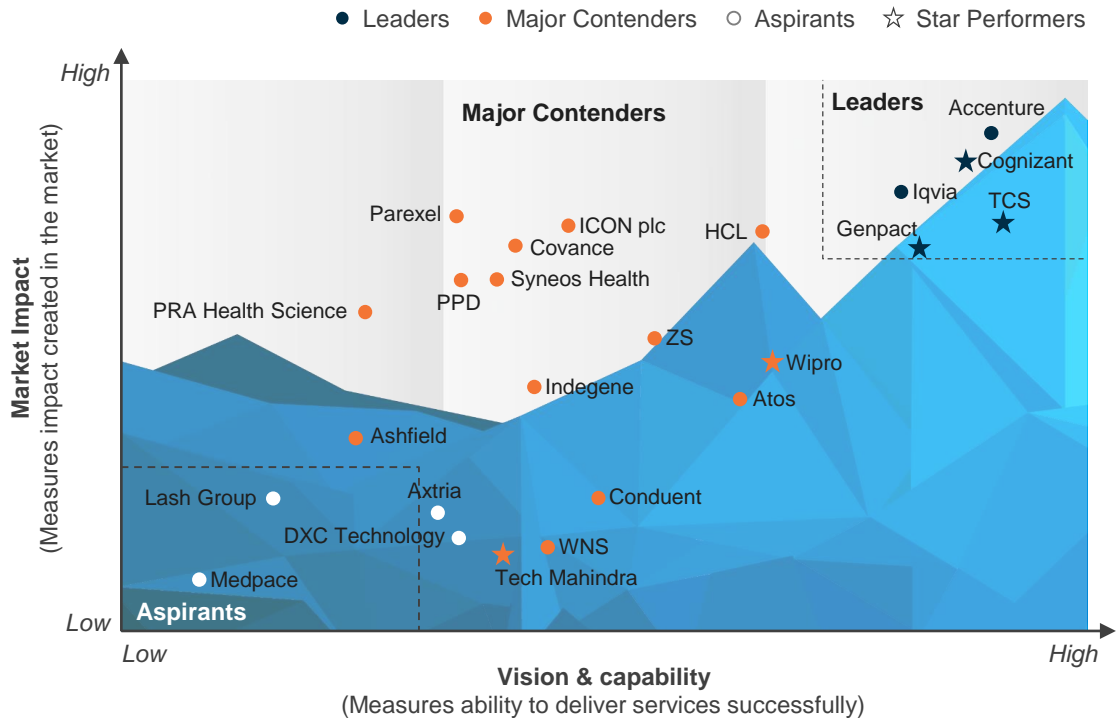
- Everest Group Services PEAK Matrix® for LS operations
- Everest Group analysis of service providers
- Service provider landscape

## The scope of this report includes:

Coverage of 24 LS operations service providers namely Accenture, Ashfield, Atos, Axtria, Cognizant, Conduent, Covance, DXC Technology, Genpact, HCL, ICON plc, Indegene, Iqvia, Lash Group, Parexel, PPD, PRA Health Sciences, Syneos Health, Wipro, TCS, Tech Mahindra, WNS, Wipro, and ZS

# This study offers four distinct chapters providing a deep dive into key aspects of LS BPS market; below are the charts to illustrate the depth of the report

## Life Sciences Operations – Services PEAK Matrix® Assessment 2020



- 1 Assessment for Ashfield, Covance, ICON plc, Iqvia, Lash Group, Medpace, Parexel, PPD, PRA Health Sciences, Syneos Health, and ZS excludes service provider inputs on this particular study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, their public disclosures, and interaction with buyers
- 2 DXC Technology's evaluation does not consider the management decision to seek strategic alternative to its horizontal business process services units

## Capability assessment

Measure of capability: ● High ○ Low

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Service provider 1	●	○	●	●	●	○	●	●	●
Service provider 2	○	○	○	○	○	○	○	○	○
Service provider 3	○	●	○	●	○	○	○	○	○
Service provider 4	○	○	○	○	●	○	○	○	○
Service provider 5	○	○	○	○	○	○	○	○	○
Service provider 6	○	○	○	○	○	○	○	○	○
Service provider 7	○	○	○	○	○	○	●	○	○
Service provider 8	○	○	○	○	○	○	○	○	○
Service provider 9	○	○	○	○	○	○	○	○	○

## Everest Group's remarks on service providers

Measure of capability: ● High ○ Low

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
○	○	●	○	●	○	○	○	○

### Strengths

- Growing at double-digit rates, service provider significantly increased the number of new clients as well as business from existing clients. As of 2019, the service provider has close to 200 clients globally, to whom it is providing supply chain management support
- Service provider is one of the few service providers to have strong presence as well as strong offerings across the entire spectrum of the supply chain, starting with order management and after sales support upstream to production & asset management downstream

### Areas of improvement

- Service provider 1 should increase offerings of value-added services such as order management, asset management, and logistics management
- It should try to expand into larger multi-country deals and also scout for engagements in other Asia Pacific markets to strengthen its presence in the region

# Research calendar – Healthcare and Life Sciences BPS

Published
  Planned
  Current release

## Flagship HLS BPS reports

Release date

Clinical and Care Management (CCM) BPS Services PEAK Matrix™ Assessment 2019	September 2019
Clinical and Care Management (CCM) BPS Service Provider Profile Compendium	December 2019
Life Sciences (LS) Operations – Services PEAK Matrix™ Assessment 2020	December 2019
Clinical and Care Management (CCM): Is the Value-based Elixir Really Working?	January 2020
<b>Life Sciences (LS) Operations – Service Provider Compendium 2020</b>	<b>March 2020</b>
Healthcare Payer Operations PEAK Matrix™ with Service Provider Landscape – 2020	Q1 2020
Revenue Cycle Management (RCM) Operations – Services PEAK Matrix® Assessment 2020	Q2 2020

## Thematic HLS BPS reports

Rising Cost of Healthcare in the United States: Can Analytics Help?	August 2017
Pharma Sales & Marketing: Old Strategies Into New Methods   Focus on Transmutation Rather Than Transformation	June 2018
The Digitalization Rhapsody: Enabling Clean Claims Through Digital Means	March 2019
The Quintessential Case for the Amazonization of the Health Plan Enrollment Process	May 2019
The Revenue Cycle Management (RCM) BPS Market: Unstoppable Juggernaut or Overhyped Fad?	September 2019
RCM 2.0 – What’s Next for the BPO Industry	Q2 2020

Note: For a list of all of our published HLS BPS reports, please refer to our [website page](#)

## Additional HLS BPS research references

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The following documents are recommended for additional insight on the topic covered in this report. The recommended documents either provide additional details on the topic or complementary content that may be of interest

1. **Life Sciences (LS) Operations – Services PEAK Matrix™ Assessment 2020** ([EGR-2019-20-R-3462](#)); 2019. As the life sciences industry prepares itself to tackle myriad of challenges it faces during the drug development, commercialization, and regulatory processes (such as value chain digitization, data analysis bottlenecks, inefficient processes, and rising cost pressure), service providers are supplementing its services with digital capabilities to support them in the journey, thereby positioning themselves as strategic transformational partners. This report covers and evaluates the leading LS BPS providers in the market along with their areas of expertise
2. **Pharma Sales & Marketing: Old Strategies Into New Methods | Focus on Transmutation rather than Transformation** ([EGR-2018-20-R-2680](#)); 2018. This report focuses on the key themes in pharma sales & marketing and what the key considerations are that pharma firms should keep in mind while formulating any strategy
3. **Life Sciences BPO – Service Provider Landscape with PEAK Matrix™ Assessment 2017** ([EGR-2017-12-R-2223](#)); 2017. This report assists key stakeholders (pharmaceutical, medical devices, and biotechnology companies, service providers, and technology providers) understand the changing dynamics of the life sciences BPO service provider landscape. The report provides information on some of the leading service providers in the life sciences BPO market along with their areas of expertise

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