



Medical Devices Digital Services – Service Provider Compendium 2020

Life Sciences IT Services (ITS)

Market Report – July 2020: Complimentary Abstract / Table of Contents

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- Accelerators™
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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 scope of the research

Enterprises have made digital adoption the bedrock of their growth strategy in recent years, to optimize processes, reduce costs, and deliver better customer experience, all in the pursuit of higher revenue growth. The medical devices industry is no exception. Digital technologies can make internal workflows more efficient, reduce product development timelines, tackle regulatory complexities, offer supply chain transparency, and combat counterfeits.

To support enterprises on their digital journey, service providers are ramping up capabilities through life sciences-specific partnerships and acquisitions. Also, when we refer to capabilities in life sciences, most of the industry primarily refers to the pharmaceutical industry and does not lay emphasis on the medical devices industry, which is heterogeneous in nature. This is driving the need for research and market intelligence on demand and supply trends in medical devices digital services. Everest Group’s Life Sciences ITS research program addresses this market need by analyzing outsourcing trends and service provider capabilities in medical devices digital services.



In this report, we analyze the capabilities of 21 IT service providers specific to the medical devices sector globally. These service providers are mapped on the Everest Group PEAK Matrix®, which is a composite index of a range of distinct metrics related to a provider’s capability and market impact. We focus on:

- Assessment of the service providers on several capability and market success-related dimensions
- Detailed profiles of each service provider, featuring their case studies and recent developments

Scope of this report:



Geography
Global



Industry
Medical devices



Services
Digital services

The Medical Devices Digital Services report has profiles and buyer case studies for 21 service providers

Service provider | medical devices digital services profile (page 1 of 3)

Overview

Vision: Service provider's vision is to be one of the top providers of digital engineering services by offering deep engineering expertise, innovative assets, and industry expertise to help its clients significantly improve customer and employee engagement through digital transformation and simplification of their legacy back-end. Its five-year focus hinges on the dynamic needs of the medical device industry, which is tasked with data consolidation, modernization, and identifying innovative ways to reduce discovery times, accelerate R&D, improve efficiency, and reduce cost

Medical devices digital services revenue

<US\$50 million

US\$50-US\$100 million

US\$100-US\$250 million

>US\$250 million

Revenue by function

■ High (>20%) ■ Medium (10-20%) ■ Low (<10%)

Consulting Implementation Design Maintenance/management

Revenue by buyer size

■ High (>40%) ■ Medium (20-40%) ■ Low (<20%)

Small (annual revenue < US\$1 billion) Medium (annual revenue = US\$1-US\$5 billion) Large (annual revenue = US\$5-US\$10 billion) Very large (annual revenue > US\$10 billion)

Overview of the client base

Service provider connected device addition, it is Process Automation

Revenue by

Product development Clinical trials Manufacturing

Revenue by

North America UK Middle East & Africa

Service provider | medical devices digital services profile (page 2 of 3)

Case studies and frameworks

Case study 1

A smart medication adherence platform helps drive patient engagement

Business challenge

Adhering to prescription schedules was proving to be challenging to many patients on complex dosages. So the client asked to build a platform to help drive patient engagement

Solution and impact

Service provider introduced a flexible smart blister sensor on top of an existing blister pack, which is used to measure the pills pushed through tearing of the blister packs. A smart connector with Bluetooth technology is used as a gateway to receive data from blister layer and push it to IoT foundation service. This improved adherence for both short-term and long-term therapies and also improved efficiencies enabling rapid deployment of adherence solutions to simplify patient care

Case study 2

Implement digital wearable solutions for DFU treatment

Business challenge

The client wanted to deliver a differentiated experience for Healthcare Practitioners (HCPs) and patients being treated for Diabetic Foot Ulcer (DFU)

Solution and impact

NOT EXHAUSTIVE

Digital services consulting frameworks for medical devices (representative list)

Framework	Details
Framework 1	It is an approach to take stock of the enterprise architecture and create a business digital transformation
Framework 2	Proprietary platform provides a ready-to-use, rich IoT environment for a quarterly to market – examples include neuromodulation device development, home-based
Framework 3	With partnerships with company 1 and company 2, it has developed specific assets a holistic patient view. This is being realized in use cases ranging from medication

Service provider | medical devices digital services profile (page 3 of 3)

Offerings and recent developments

Proprietary digital solutions (representative list)

Solution	Details
Solution 1	A platform focused on medical devices R&D teams to innovate and operationalize ideas, develop rapid IoT, and build connected technologies
Solution 2	A platform encompassing a data processing pipeline, a collaboration environment, pre-built AI, ML, and learning models to work with clients on data-based outcomes
Solution 3	An extensive suite of methodologies, accelerators, and tools to enable medical device companies to innovate and transform their business focusing on "in-cloud" strategies
Solution 4	A collection of supply chain, inventory, and manufacturing product assets acquired through partnership

Key events (representative list)

Event name	Type of event	Details
Partner 1	Alliance	This designation recognizes service provider for providing expertise in building life sciences solutions to help customers conduct drug discovery, manage clinical trials, engage in manufacturing and distribution activities, conduct research, and develop novel genetics-based treatments and companion diagnostics
Partner 2	Alliance	Partnered in the area of image analytics using deep fit, multi-accuracy, and deep merit
Partner 3	Partnership	Partnered to extend its reach into supply chain divisions of medical device companies. Their suite of products is built on supply chain integrations and use cases, and resources provide the SI function
Partner 4	Alliance	Partnered to develop a device to enable worker testing that can safely get the workforce back to work in case of infectious diseases

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Research calendar – Life Sciences IT Services

Published
 Planned
 Current release

Flagship Life Sciences IT Services reports

Release date

Life Sciences Sales and Marketing Data & Analytics Services PEAK Matrix® Assessment 2020	December 2019
Life Sciences State of the Market Report – Trends, Service Provider Performance in 2019, and Outlook for 2020	February 2020
Life Sciences Medical Devices Digital Services – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	June 2020
Medical Devices Digital Services – Service Provider Compendium 2020	July 2020
Life Sciences Medical Devices Digital Services – State of the Market Report	Q2 2020
Life Sciences Clinical Development Platforms – Vendor Landscape with Products PEAK Matrix® Assessment 2020	Q3 2020
Life Sciences Clinical Development Platforms – State of the Market Report	Q3 2020
Life Sciences Clinical Development Platforms – Vendor Profile Compendium	Q3 2020

Thematic Life Sciences IT Services reports

Effective Value-Based Contracting in Life Sciences	February 2020
Regulatory Overhaul of the EU Medical Device Market	April 2020
Future Readiness of Life Sciences Enterprise Supply Chains	Q2 2020
Insourcing in Life Sciences – The Quest for Talent Supremacy	Q3 2020
Intelligent Manufacturing for Life Sciences Enterprises	Q3 2020

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

Additional Life Sciences ITS research references

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

- 1. Medical Devices Digital Services PEAK Matrix® Assessment 2020** ([EGR-2020-46-R-3793](#)); June 2020. With growing need for smart medical devices, remote health monitoring solutions, shorter product development timelines, and regulatory compliance, medical device enterprises are increasingly leveraging digital technologies to achieve higher revenue and remain competitive. To fulfill these objectives, they need to partner with the right service providers. While providers are also ramping up their capabilities by entering into life sciences-specific partnerships and acquisitions, they lay limited emphasis on the medical devices industry. This is driving the need for research and market intelligence on demand and supply trends in medical devices digital services. Everest Group's Life Sciences ITS research program addresses this market need by analyzing outsourcing trends and service provider capabilities in medical devices digital services
- 2. Life Sciences State of the Market – Key Trends, Service Provider Performance in 2019, and Outlook for 2020** ([EGR-2020-46-R-3578](#)); February 2020. In 2019, the life sciences industry continued to bring in innovation despite the challenges of policy changes and rising pressure to reduce drug prices. Digital transformation has been identified by many life sciences enterprises as a strategic imperative and they continue to look for thought leaders and execution champions that can help them on their transformation journeys. Service providers and technology vendors continue to make significant investments for ramping up their digital capabilities and proprietary solutions portfolio. In 2020, we expect IT services spend growth in life sciences to steady, given a combination of market drivers, such as unaddressed cost & efficiency opportunities and onshore talent deficit, as well as market inhibitors, such as increased insourcing and rationalization
- 3. Regulatory Overhaul of the EU Medical Device Market** ([EGR-2020-46-V-3703](#)); April 2020. A series of device malfunctions, coupled with technological and scientific advances in the medical device industry, drove regulators to revamp the EU Medical Device Directive or MDD and the In Vitro Diagnostic Directive or IVDD. The European Commission introduced the European Medical Device Regulation (EU MDR) and the In Vitro Diagnostic Regulation (IVDR) on May 26, 2017, with the actual launch expected in May 2021 and May 2022, respectively. The primary goal was to strengthen the safety and effectiveness of medical devices commercialized in the European market. EU MDR was earlier set for a launch in May 2020; however, a series of overwhelming events – primarily the global COVID-19 pandemic, along with the industry's under-preparedness to comply – has forced EU regulators to consider a one-year implementation delay

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About Everest Group

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