

# Veeva Services – Service Provider Compendium 2021

May 2021: Complimentary Abstract / Table of Contents



# Our research offerings for global services

▶ Market Vista™ Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available	
▶ Application Services	▶ Enterprise Platform Services
▶ BPS   Banking & Financial Services	▶ Finance & Accounting
▶ BPS   Healthcare	▶ Human Resources
▶ BPS   Insurance	▶ ITS   Banking & Financial Services
▶ BPS   Life Sciences	▶ ITS   Healthcare
▶ Catalyst™	▶ ITS   Insurance
▶ Cloud & Infrastructure	▶ ITS   Life Sciences
▶ Customer Experience Management Services	▶ IT Services Executive Insights™
▶ Contingent Workforce Management	▶ Locations Insider™
▶ Data & Analytics	▶ Procurement
▶ Digital Services	▶ Recruitment Process Outsourcing
▶ Engineering Services	▶ Service Optimization Technologies

## Membership information

- This report is included in the following research program(s)
  - [Life Sciences IT Services](#)
- If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at [info@everestgrp.com](mailto:info@everestgrp.com)

## More about membership

In addition to a suite of published research, a membership may include

- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model® reports
- PriceBook
- Virtual Roundtables
- Workshops

## 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

# Contents

<b>1. Introduction and overview</b>	<b>5</b>
• Research methodology	6
• Key information on the report	7
• Background and/or introduction	8
• Focus of the research	9
<b>2. Section: Veeva services PEAK Matrix® characteristics</b>	<b>10</b>
• PEAK Matrix framework	12
• Everest Group PEAK Matrix for Veeva services	13
<b>3. Profiles of Veeva service providers</b>	<b>14</b>
• Leaders	14
– Accenture	15
– Cognizant	20
– NNIT	25
– TCS	30
• Major Contenders	35
– Aqurance	36
– BASE life science	38
– Capgemini	42

For more information on this and other research published by Everest Group, please contact us:

**Nitish Mittal**, Vice President

**Chunky Satija**, Practice Director

**Sonal Singh**, Senior Analyst

# Contents

- Major Contenders (continued)
  - Conexus Solutions Inc. 47
  - Deloitte 51
  - Genpact 54
  - HCL Technologies 59
  - PwC 64
- Aspirants 66
  - Atos 67
  - EPISTA Life Science 71
  - Infosys 75
- 4. Appendix 79**
  - Glossary 80
  - Research calendar 81

## This report is based on four key sources of proprietary information

- Proprietary database of IT services contracts of major IT service providers and product vendors, with life science IT services in scope of work (updated annually)
- The database tracks the following elements of each contract:
  - Buyer details including size and signing region
  - Contract details including service provider, contract type, TCV & ACV, service provider FTEs, start & end dates, duration, and delivery locations
  - Scope details including share of individual buyer locations being served in each contract, Line of Business (LOB) served, and pricing model employed
- Proprietary database of IT service providers and product vendors (updated annually)
- The database tracks the following for each service provider / product vendor:
  - Revenue and number of FTEs
  - Number of clients
  - FTE split by different Lines of Business (LOBs)
  - Revenue split by region
  - Location and size of delivery centers
  - Technology solutions developed
- **Service provider and vendor briefings**
  - Vision and strategy
  - Annual performance and future outlook
  - Key strengths and improvement areas
  - Emerging areas of investment
- **Buyer reference interviews, ongoing buyer surveys, and interactions**
  - Drivers and challenges for adopting workplace services
  - Assessment of service provider performance
  - Emerging priorities
  - Lessons learned and best practices

### Service providers assessed

accenture

aQurance

Atos

BASE  
LIFE SCIENCE

Capgemini

Cognizant

Deloitte.

EPISTA  
LIFE SCIENCE

ONEXUS  
solutions, inc.

genpact

HCL

Infosys

nnit

pwc

tcs | TATA  
CONSULTANCY  
SERVICES

Source: **The source of all content is Everest Group unless otherwise specified**

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any information we collect that is contract specific will only be presented back to the industry in an aggregated fashion

## Background of the research

As an increasing number of pharmaceutical companies experiment with different ways to cut costs while boosting productivity, the industry is seeing the advantages of cloud-based technologies and leaning heavily on them. Veeva has become an indispensable nucleus for the life sciences industry, helping life sciences enterprises manage customer databases, track drug developments, and organize clinical trials.

Veeva has seen massive growth since 2017 and is expected to triple its annual revenues in coming five years. Veeva's Commercial Cloud business, which is made up of the core Customer Relationship Management (CRM) offering has now transitioned into a mature product with a dominant market share across top global pharma companies and its Development Cloud (R&D) suite, which now drives more than half of its total revenues, has become a potential high-growth opportunity as industry takes action to unify its clinical systems and processes to ease data sharing, increase efficiency, quality, and speed in clinical trials while reducing costs.

Veeva's expansion within the life sciences industry as well as newer industries such as consumer goods, has resulted in the next wave of growth in corresponding IT services. Veeva-specific IT services is estimated to be around US\$2 billion opportunity by 2025 and both global service providers and Veeva specialists are increasingly investing in establishing strong Veeva partnership and service delivery capabilities in a crowding competitive landscape. Service providers are building strong Veeva-specific solutions to expedite time-to-market for their clients and are racing to build expertise in consulting, implementation, and post-implementation services to complement Veeva's product portfolio and further enhance their presence in this rapidly evolving market.

In this report, we analyze 15 IT service providers' Veeva services capabilities. These service providers are mapped on the Everest Group PEAK Matrix®, a composite index of distinct metrics related to a provider's capability and market impact. We focus on:

- Market trends for Veeva services
- Assessment of service providers for Veeva services on several capability and market success-related dimensions
- Enterprise sourcing considerations highlighting the strengths and limitations of each service provider

### Scope of this report:



**Geography**  
Global



**Industry**  
Life sciences  
(biopharmaceuticals, medical  
devices, and Contract Research  
Organizations or CROs)



**Service providers**  
Veeva services

# This report focuses on Veeva services and offers insights into the key Veeva services market trends



<b>Veeva Development Cloud</b>	<b>Clinical data management and operations</b> Vault Clinical Suite	<b>Regulatory</b> Vault RIM Suite	<b>Quality</b> Vault Quality Suite	<b>Safety</b> Vault Safety Suite
<b>Veeva Medical Cloud<sup>1</sup></b>	<b>Medical CRM</b> Veeva Medical CRM	<b>Scientific content management</b> Vault MedComms		
<b>Veeva Commercial Cloud</b>	<b>Data management</b> Veeva Network; Veeva OpenData	<b>Customer engagement</b> Multichannel Veeva CRM; Veeva Align; Veeva Event Management	<b>Analytics</b> Veeva Nitro; Veeva Crossix	<b>Content management</b> Veeva Vault PromoMats

<sup>1</sup> Medical Cloud suite is included as a part of Commercial Cloud offering for Veeva’s revenue reporting purposes

# Veeva services – service provider compendium covers detailed profiles of 15 service providers

Veeva Services – Service Provider Compendium 2021

## XXX | Veeva services profile (page 1 of 3) Everest Group assessment – Major Content

### Market impact

Market Adoption	Portfolio mix	Value delivered	Overall

### Strengths

- XXX is an experienced Veeva Commercial Cloud services partner with a proven delivery excellence in large-scale CRM implementation projects
- It has a strong partnership with Veeva, demonstrated by their alliance to design engagement strategies and implementation roadmap, to accelerate digital transformation through a combination of strategic services, modern cloud applications, and rapid implementation
- The company's consulting capabilities have a high brand recall in the market as a strategic partner for large-scale transformation deals
- Its consulting-led approach, technical expertise (specially in program management and testing), and organizational change management capabilities are well-positioned

Everest Group<sup>®</sup> Proprietary & Confidential © 2021, Everest Global, Inc. | EGR-2021-46-R-4362

Veeva Services – Service Provider Compendium 2021

## XXX | Veeva services profile (page 2 of 3) Provider overview

### Vision for Veeva services

XXX's life sciences mission is to provide comprehensive, integrated solutions to medical technology, and generics segments by working with companies in each address the challenges and opportunities of the evolving healthcare ecosystem with Veeva to implement its commercial and development cloud offerings.

### Overview of client base

XXX works for the top 10 life sciences clients providing services in multiple areas. The company client base includes many among the top 20 pharma majors.

### Veeva services revenue

<US\$10 million	US\$10-20 million	US\$20-30 million
-----------------	-------------------	-------------------

Current partnership status with Veeva		Certification
Development Cloud (Vault)	Commercial Cloud	Migration
Yet to be certified	Yet to be certified	Certified

# Veeva certified experts: 60-80

Source: Everest Group (2021)

Everest Group<sup>®</sup> Proprietary & Confidential © 2021, Everest Global, Inc. | EGR-2021-46-R-4362

Veeva Services – Service Provider Compendium 2021

## XXX | Veeva services profile (page 3 of 3) Frameworks and recent developments

### Veeva services consultative frameworks (representative list)

Framework	Details
Market Access Excellence (MAX)	The framework helps cross-functional brand teams align on the strategic choices needed to enhance patient access throughout the product life cycle.
ConvergeHealth Connect	A suite of products that allows healthcare institutions to provide consistent, high-touch, and personalized patient care

### Key events (representative list)

Event name	Type of event	Details
QSpace	Acquisition	Acquired QSpace, a cloud-based, globally scalable, end-to-end automated, Validation Life Cycle Management System (VLM S) from Archimedis, to further expand XXX's life sciences solutions suite
Compliance Implementation Services (CIS)	Acquisition	Acquired Compliance Implementation Services (CIS), a life sciences compliance consulting firm. The acquisition will further expand compliance services for life sciences and healthcare industries. CIS by XXX will continue to help life sciences clients manage risks by aligning business processes and controls to regulatory and compliance requirements and reduce costs through end-to-end solution sets to help address their compliance needs.

Everest Group<sup>®</sup> Proprietary & Confidential © 2021, Everest Global, Inc. | EGR-2021-46-R-4362



# Research calendar

## Life Sciences IT services

■ Published
 ■ Planned
 ■ Current release

### Flagship Life Sciences IT services reports

Release date

Medical Devices Digital Services PEAK Matrix® Assessment 2020	June 2020
Life Sciences Medical Devices Digital Services – State of the Market Report	July 2020
Life Sciences Medical Devices Digital Services – Service Provider Profiles Compendium	July 2020
Clinical Development Platforms – Vendor Landscape with Products PEAK Matrix® Assessment 2020	September 2020
Clinical Development Platforms – Vendor Provider Profiles Compendium	October 2020
Clinical Development Platforms Market Overview	November 2020
Life Sciences Digital Services – Service Provider Landscape with PEAK Matrix® Assessment 2021	December 2020
Life Sciences Digital Services – Service Provider Profiles Compendium	February 2021
Veeva Services PEAK Matrix® Assessment 2021	March 2021
<b>Veeva Services – Service Provider Compendium 2021</b>	<b>May 2021</b>
Veeva Services – State of the Market	Q2 2021

### Thematic Life Sciences IT services reports

Release date

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	June 2020
Connecting Life Sciences Manufacturing using Industrial IoT	Q2 2021

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



Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our clients include leading global companies, service providers, and investors. Clients use our services to guide their journeys to achieve heightened operational and financial performance, accelerated value delivery, and high-impact business outcomes. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

## Stay connected

### Website

[everestgrp.com](http://everestgrp.com)

### Social Media

-  @EverestGroup
-  @Everest Group
-  @Everest Group
-  @Everest Group

### Blog

[everestgrp.com/blog](http://everestgrp.com/blog)

### Dallas (Headquarters)

[info@everestgrp.com](mailto:info@everestgrp.com)  
+1-214-451-3000

### Bangalore

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-80-61463500

### Delhi

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-124-496-1000

### London

[unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com)  
+44-207-129-1318

### New York

[info@everestgrp.com](mailto:info@everestgrp.com)  
+1-646-805-4000

### Toronto

[canada@everestgrp.com](mailto:canada@everestgrp.com)  
+1-647-557-3475

*This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.*