

Life Sciences (LS) Operations – Service Provider Compendium 2021

September 2021: Complimentary Abstract / Table of Contents



Our research offerings

This report is included in the following research program(s):

Life Sciences BPS

- ▶ Application Services
- ▶ Banking & Financial Services BPS
- ▶ Banking & Financial Services ITS
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud & Infrastructure
- ▶ Conversational AI
- ▶ Contingent Workforce Management
- ▶ Cost Excellence
- ▶ Customer Experience Management Services
- ▶ Cybersecurity
- ▶ Data & Analytics
- ▶ Digital Adoption Platforms (DAP)
- ▶ Digital Services
- ▶ Engineering Services
- ▶ Enterprise Platform Services
- ▶ Finance & Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ Global Business Services
- ▶ Healthcare BPS
- ▶ Healthcare ITS
- ▶ Human Resources
- ▶ Insurance BPS
- ▶ Insurance ITS
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing (IDP)
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Executive Insights™
- ▶ Life Sciences BPS
- ▶ Life Sciences ITS
- ▶ Locations Insider™
- ▶ Market Vista™
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services & 5G
- ▶ Outsourcing Excellence
- ▶ Pricing-as-a-Service
- ▶ Process Mining
- ▶ Procurement
- ▶ Recruitment Process Outsourcing
- ▶ Rewards & Recognition
- ▶ Service Optimization Technologies
- ▶ Supply Chain Management (SCM) Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills & Talent
- ▶ Trust and Safety
- ▶ Workplace Services
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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

Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

Contents

1. Introduction and overview	06
• Research methodology	07
• Key information on the report	08
• Background of the research	09
• Focus of the research	10
• Life sciences operations value chain	10
2. Summary of key messages	11
• Summary of key messages	12
3. Life Sciences Operations – Services PEAK Matrix® characteristics	13
• PEAK Matrix® framework	14
• Everest Group PEAK Matrix® for life sciences operations market	17
• Characteristics of Leaders, Major Contenders, and Aspirants	18
• Service provider capability summary dashboard	20
4. Profiles of LS operations – services	25
• Leaders	25
– Accenture	26
– Cognizant	32
– Labcorp Drug Development	38
– Genpact	43
– IQVIA	50

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

Ankur Verma, Practice Director

Nirwan Upmanyu, Senior Analyst

Sonali Srivastava, Senior Information Specialist

Contents

– PRA Health Sciences	55
– TCS	60
– Wipro	66
– ZS	72
● Major Contenders	78
– Ashfield	79
– Atos	84
– Atria	89
– Conduent	94
– DXC Technology	100
– Ergomed plc	106
– HCL Technologies	111
– ICON plc	116
– Indegene	121
– Medpace	128
– Navitas Life Sciences	133
– Parexel	138
– PPD	144
– Syneos Health	149
– Tech Mahindra	154
– WNS	159

Contents

• Aspirants	164
– APCER Life Sciences	165
– Bioclinica	170
– Freyr	175
– Lash Group	181
– PharmaLex	186
– ProPharma Group	191
5. Appendix	196
• Glossary	197
• Research calendar	198

Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01

Robust definitions and frameworks

Life sciences operations value chain, processes definitions, PEAK Matrix®, market maturity

02

Primary sources of information

Annual contractual and operational RFIs, service provider briefings and buyer interviews, web-based surveys

03

Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04

Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and service providers

Proprietary contractual database of over 300+ life sciences contracts (updated annually)

Year-round tracking of 30+ life sciences operations service providers

Large repository of existing research in life sciences operations

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, service providers, technology providers, and industry associations

This report is based on two key sources of proprietary information

- Proprietary database of over 300 life sciences contracts (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 30+ life sciences operations service providers** (updated annually)
- The database tracks the following for each service provider:
 - Revenue and number of FTEs
 - Number of clients
 - FTE split by different lines of business

- **Service provider briefings**
 - Vision and strategy
 - Annual performance and future outlook

- **Buyer reference interviews, ongoing buyer surveys, and interactions**
 - Drivers and challenges for adopting services
 - Assessment of service provider performance
 - Emerging priorities
 - Lessons learnt and best practices

Service providers assessed¹



¹ Assessment for Accenture, APCER Life Sciences, Ashfield, Bioclinica, Labcorp Drug Development (*formerly Covance*), Ergomed plc, Freyr, ICON plc, IQVIA, Lash Group, Medpace, Navitas Life Sciences, Parexel, PharmaLex, PPD, ProPharma Group, and Syneos Health excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers. For these companies, Everest Group's data for assessment may be less complete

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

LS Operations 2021

The life sciences industry has been severely impacted by the COVID-19 pandemic, with hundreds of clinical trials halted and most ongoing trials disrupted in one way or the other. In the wake of this disruption, enterprises are increasingly investing in digital technologies to adapt to the evolving drug development model (such as increasing adoption of virtual or/and hybrid trials) and looking at various approaches to reduce costs, minimize operational disruptions, and enhance overall efficiencies.

Service providers are helping enterprises embrace the paradigm shift by delivering services and solutions across the life sciences operations value chain. From offering cost-effective pharmacovigilance services and technology-driven commercial operations, to supporting enterprises on domain-intensive clinical trial operations, service providers are partnering with biopharmas and medical device manufacturers to manage their evolving priorities and growing business needs.

In this research, we present an assessment and detailed profiles of 31 life sciences BPS service providers featured on the life sciences operations – services PEAK Matrix®. Each service provider profile provides a comprehensive picture of its service focus, core capabilities, key Intellectual Property (IP) / technology solutions, domain investments, and case studies. The assessment is based on Everest Group’s annual RFI process for calendar year 2020-2021, interactions with leading life sciences BPS services providers, client reference checks, and an ongoing analysis of the life sciences BPS market.

Scope of this report:



Geography
Global



Service providers

Accenture, APCER Life Sciences, Ashfield, Atos, Atria, Bioclinica, Cognizant, Conduent, Labcorp Drug Development, DXC Technology, Ergomed plc, Freyr, Genpact, HCL Technologies, ICON plc, Indegene, IQVIA, Lash Group, Medpace, Navitas Life Sciences, Parexel, PharmaLex, PPD, PRA Health Sciences, ProPharma Group, Syneos Health, TCS, Tech Mahindra, Wipro, WNS, ZS



Services
Life sciences operations

This study offers 31 distinct chapters providing a deep dive into key aspects of LS market; below are four charts to illustrate the depth of the report

Service provider overview

Illustrative example

Company mission/vision statement

Service provider is a global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology, and operations. Combining unmatched experience and specialized skills across more than XYZ industries and all business functions. It works at the intersection of business and technology to help clients improve the performance and create sustainable value for their stakeholders. With XYZ people serving clients in more than XYZ countries, it drives innovation to improve the way the world works and lives.

Key leaders

- XYZ, Chief Executive Officer
- XYZ, Chief Financial Officer
- XYZ, Chief Operating Officer
- XYZ, Group Chief Executive

Headquarters: XYZ

Website:

www.companyname.com

Suite of services:

- Clinical trials
- Pharmacovigilance
- Marketing and sales
- Regulatory and medical affairs
- Drug discovery, research, and pre-clinical trials
- Manufacturing, supply chain, and distribution

RCM operations	2018	2019	2020
Revenue (US\$ million)	XYZ	XYZ	XYZ
Number of FTEs	XYZ	XYZ	XYZ
Number of clients	XYZ	XYZ	XYZ

Recent acquisitions and partnerships

- **2020:** acquired XYZ, a technology services firm specializing in the design, implementation and management of big data and search analytics
- **2019:** partnership with technology providers in the United Kingdom and North America

Recent developments

- **2019:** developed a blockchain solution using XYZ
- **2019:** developed automated sanctions solution for claims management
- **2019:** deployed contextualization and summarization algorithm-based solution
- **2019:** expanded banking footprint in Argentina

Key delivery locations

Illustrative example

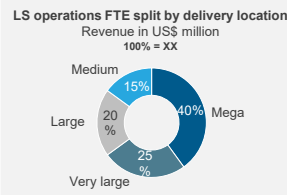
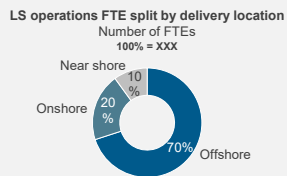
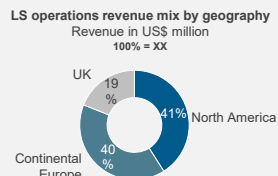
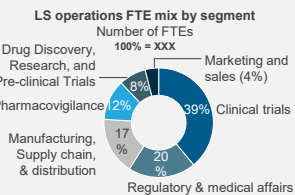


Capabilities and key clients

Illustrative example

Key LS operations engagements

Client name	Processes served	Region	Client since
Europe-headquartered multinational conglomerate company	Clinical trials, regulatory affairs, supply chain, and pharmacovigilance	US and Europe	2014
One of the global top five pharmaceutical companies	Clinical trials, regulatory affairs, and pharmacovigilance	US and Europe	2011
A multinational specialty pharmaceutical and medical devices company with a diverse product portfolio	Manufacturing, supply chain distribution, and regulatory affairs	US	2009
One of the largest medical device German multinational companies	Clinical trials, regulatory affairs, and manufacturing, supply chain, and distribution	US and Europe	2005



Technology solutions/tools

Illustrative example

Application	Processes served	Year launched	Description	# operations clients
ABC	Clinical trials	2020	The trials framework includes: <ul style="list-style-type: none"> • Virtual assistant that can screen and recruit patients, submit consent forms, and schedule appointments for site visits / tele-consults • Contact center capability for telemedicine and teleconsultation, enabling patients to connect and communicate with site providers • Remote patient monitoring • AI-powered insights and analytics to enable proactive protocol adherence and trial/care management 	7
AAA	Digital R&D	2020	The solution improves production of pharmaceutical companies with a solution based on building a digital replica of the pharma production process, using IoT, AI, and advanced analytics. This allows customers to build smart factory with connected machines and connected people enabling scale, standardization and flexibility, and agility in the manufacturing of medicine.	3
BB	Clinical trials	2020	End-to-end service for deployment of clinical study kits including procurement of materials, shipping and logistics (including insurance, importer of records, and duties & taxes), replacements, and returns.	4
ABC	Manufacturing & supply chain operations	2020	An end-to-end solution that can be open for the client and its logistical partners while being secured with blockchain.	3
AAA	Clinical trials	2019	Accelerated clinical protocol development as a service to help customers develop clinical trial protocol from historical data to uncover information that enables customers to deliver superior value for patients, physicians, payers, and other stakeholders faster and more efficiently	3

Research calendar

Life Sciences BPS

■ Published
 ■ Planned
 ■ Current release

Flagship Life Sciences BPS reports

	Release date
Life Sciences Report Card – Outlook for 2019 and Enterprise Initiatives and Service Provider Performance in 2018	April 2019
Life Sciences (LS) Operations – Services PEAK Matrix™ Assessment 2020	December 2019
Life Sciences (LS) Operations – Service Provider Compendium 2020	March 2020
Pharmacovigilance and Complaint Management Operations – Services PEAK Matrix® Assessment 2021	March 2021
Pharmacovigilance and Complaint Management Operations Service Provider Profile Compendium 2021	April 2021
Life Sciences Operations – Services PEAK Matrix® Assessment 2021	June 2021
Life Sciences Operations – Service Provider Compendium 2021	September 2021
Life Sciences Operations – State of the Market Report 2021	Q4 2021

Thematic Life Sciences BPS reports

	Release date
Innovation in Pharmacovigilance (PV): How to Spend Smarter Not Higher?	June 2017
Pharma Sales & Marketing: Old Strategies Into New Methods Focus on Transmutation Rather Than Transformation	June 2018
Clinical Trials of the future	Q4 2021
The Phoenix of Genomics	Q4 2021
Real-world Evidence - 3D (pharma, payer, and provider)	Q4 2021
Pharmacovigilance	Q1 2022

Note: For a list of all of our published Life Sciences BPS 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.

Stay connected

Website

everestgrp.com

Social Media

 [@EverestGroup](https://twitter.com/EverestGroup)

 [@Everest Group](https://www.linkedin.com/company/everestgrp)

 [@Everest Group](https://www.facebook.com/EverestGroup)

 [@Everest Group](https://www.youtube.com/EverestGroup)

Blog

everestgrp.com/blog

Dallas (Headquarters)

info@everestgrp.com

+1-214-451-3000

Bangalore

india@everestgrp.com

+91-80-61463500

Delhi

india@everestgrp.com

+91-124-496-1000

London

unitedkingdom@everestgrp.com

+44-207-129-1318

Toronto

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.