Connected Medical Device Services Provider Compendium 2022

September 2022: Complimentary Abstract / Table of Contents

EGR-2022-46-CA-5429

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- ▶ Rewards and Recognition
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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Focus of the research

With the increasing adoption of remote monitoring technologies, wearables, and smart implants post-pandemic, medical device enterprises and manufacturers are experiencing a major shift in the industry toward building a connected care ecosystem that seamlessly integrates people, technology, and data across the care continuum. Enterprises are looking to augment their current device portfolio with digital technologies to truly support the patient journey across care settings. To support enterprises on their connected care journey, service providers are ramping up both their engineering and digital capabilities through industry-specific partnerships, IP, and innovation centers to truly benefit stakeholders across both the healthcare and MedTech ecosystem

In this research, we present an assessment of 19 medical device service providers featured on the connected medical device services PEAK Matrix®. The assessment is based on Everest Group's annual RFI process for calendar year 2022, interactions with leading connected medical device service providers, client reference checks, and an ongoing analysis of the connected medical device services market.

This report includes the profiles of the following 19 leading medical devices service providers featured on the connected medical device services PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, HCL Technologies, LTTS, and TCS
- **Major Contenders:** Atos, Cyient, Deloitte, HARMAN DTS, Mindtree, Mphasis, Tata Elxsi, Tech Mahindra, Virtusa, and Wipro
- **Aspirants:** Birlasoft, eInfochips, and Innominds

Scope of this report

Geography
Global

Providers
Medical devices service providers

Services
Connected medical device services

This report has over 19 provider profiles/buyer case studies/architecture of the survey questionnaire, etc.

Provider A | connected medical device services profile (page 1 of 5)
Everest Group assessm

	Mark
Market adoption	Portfolio mix

Strengths

- Strong technical expertise, especially investments in IPs, CoEs, and accel processing, digital health, and surgic
- Ability to onboard high-quality talent needs; good communication betwee
- Very flexible and proactive in addres management and communication tha relationships
- Clients perceive Provider A not only high commercial flexibility and willing

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Provider A | connected medical device services profile (page 2 of 5)
Overview

Company mission/vision statement
Provider A's vision is to be a preferred partner to insight-driven value-based solutions and service by adopting best practices and enabling integrat services quickly.

Overview of the client base
Clients are majorly situated within North America OEMs across diagnostics, therapeutic, IVD, sur

Connected medical device services revenue

<US$25 million	US$25-50 milli

1 Revenue range is based on Everest Group
Source: Everest Group (2022)

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Provider A | connected medical device services profile (page 3 of 5)
Case studies & consulta

Case study 1	Digital transformation

Business challenge
To perform digital transformation of an existing scalable, and reliable platform for covering em

Solution and impact
Provider A implemented an IoT-based data ing to technical team in case of device failure and customized rule engine to derive the device sp holders and device productivity & utilization m improvement in efficiency of deliverables by 1

Consultative frameworks (representative list)

Framework	Det
Framework 1	AI-b
Framework 2	AI-b
Framework 3	AI f
Framework 4	Med
Framework 5	Eng
Framework 6	Fra

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Provider A | connected medical device services profile (page 4 of 5)
Offerings

Custom solutions (representative list)

Accelerator name	Details
Accelerator 1	An AI model
Accelerator 2	An AI predict
Accelerator 3	AR based co
Accelerator 4	Sustainability
Accelerator 5	Portfolio of s
Accelerator 6	Platform for a

Proprietary tools/accelerators developed to

Solution	Details
Solution 1	Endo-trainer
Solution 2	Enables fast a
Solution 3	Enables cons
Solution 4	Proprietary cl

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Provider A | connected medical device services profile (page 5 of 5)
Recent developments/investments

NOT EXHAUSTIVE

Key events (representative list)

Event name	Type of event	Details
Event 1	Partnership	To offer energy solutions to create sustainable factories.
Event 2	Acquisition	To strengthen its footprint in telecom Original Equipment Manufacturer (OEM) and service provider space across key elements of 5G such as private networks, and narrow band IoT
Event 3	Partnership	Partnership to develop one of the world's most accurate radiology assist solution for 30+ health conditions
Event 4	Acquisition	To enable high-end services to its global customers across hi-tech and semiconductor industries
Event 5	Acquisition	To enhance capabilities in the semiconductor & product OEM space

Research calendar
Life Sciences Information Technology

Reports title	Release date
Veeva Services PEAK Matrix® Assessment 2021	March 2021
Digital Surgery – A Paradigm Shift for the Healthcare Industry	June 2021
Decentralized Clinical Trial Products PEAK Matrix® Assessment 2021	July 2021
Changing Role of Customer Relationship Management (CRM) to Customer Experience Platform (CXP) – Customer Experience Transformation	November 2021
Life Sciences Commercial Services Specialists PEAK Matrix® Assessment 2022	December 2021
Social Sustainability in Life Sciences	March 2022
Accelerating the Value of Data in Life Sciences	March 2022
Clinical Development Platforms Products PEAK Matrix® Assessment 2022	July 2022
Connected Medical Device Services PEAK Matrix® Assessment 2022	August 2022
Connected Medical Device Services Provider Compendium 2022	**September 2022**
Life Sciences Commercial Analytics & AI Trailblazers: Top 7 Start-ups Creating Buzz in Life Sciences Commercial Technology Landscape	Q3 2022
Life Sciences Digital Services PEAK Matrix® Assessment 2022	Q3 2022
Reaping Success from End-to-End Clinical Development Platforms	Q3 2022
Decentralized Clinical Trial Products PEAK Matrix® Assessment 2022	Q4 2022
Life Sciences Customer Experience Platforms PEAK Matrix® Assessment 2022	Q4 2022

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