Everest Group®

Everest Group
PEAK MATRIX® | Life Sciences Information Technology

Life Sciences Digital Services PEAK Matrix® Assessment 2022

September 2022: Complimentary Abstract / Table of Contents

Our research offerings

This report is included in the following research program(s):
Life Sciences Information Technology

- ▶ Application Services
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Conversational AI
- ▶ Customer Experience Management Services
- ▶ CX Excellence
- ▶ Cybersecurity
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms (DAP)
- ▶ Digital Engineering Services
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Employer of Record (EOR)
- ▶ Engineering Services
- ▶ Enterprise Platform Services

- ▶ Exponential Technologies
- ▶ Finance and Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ Global Business Services
- ▶ Healthcare Business Process
- ▶ Healthcare Information Technology
- ▶ Human Resources Outsourcing
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing (IDP)
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Executive Insights™
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Mortgage Operations

- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Outsourcing Excellence
- ▶ Pricing Analytics as a Service
- ▶ Process Mining
- ▶ Procurement
- ▶ Recruitment
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ 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)

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: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

Contents

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

Nitish Mittal, Partner

Chunky Satija, Vice President

Durga Ambati, Practice Director

Nisarg Shah, Practice Director

Rohit K, Senior Analyst

Contents

Contents

Background of the research

The pandemic necessitated and accelerated the rapid adoption of digital services across the Life Sciences (LS) value chain. Therefore, there has been a conscious shift in enterprise mindset to focus on delivering products and services in a more customer-centric and agile manner. As such, there is a historic surge in investment in digital services such as cybersecurity, cloud migration, virtual engagement models for clinical trials and sales and marketing, AI/ML for drug discovery, and digital twins in manufacturing and supply chain operations. These enterprises are looking for thought leaders and innovation partners that can help them on their transformation journeys. Consequently, service providers are ramping up capabilities by building industry-specific tools and accelerators and engaging in life sciences-specific partnerships and co-innovation initiatives. Everest Group's Life Sciences ITS research program analyzes service provider capabilities and their impact on the life sciences digital services market.

In this research, we present an assessment and detailed profiles of 31 life sciences digital services providers featured on the life sciences digital services PEAK Matrix®. Each provider profile provides a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies. The assessment is based on Everest Group's annual RFI process for calendar year 2022, interactions with leading life sciences service providers, client reference checks, and an ongoing analysis of the digital services market.

This report includes the profiles of the following 31 leading life sciences digital service providers featured on the life sciences digital services PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, HCL Technologies, TCS, and Wipro
- **Major Contenders:** Atos, Birlasoft, Brillio, CGI, CitiusTech, Deloitte, DXC Technology, Emids, EPAM, Genpact, HARMAN DTS, IBM, Indegene, Infosys, LTI, NNIT, NTT DATA , Quantori, Tech Mahindra, and Virtusa
- **Aspirants:** Apexon, Coforge, Orion Innovation, SoftServe, and Stefanini

Scope of this report

Geography
Global

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

Services
Life sciences digital services

Everest Group®

Overview and abbreviated summary of key messages

This report examines the 2022 life sciences service provider landscape and its impact on the life sciences digital services market. It focuses on service provider position and growth in the life sciences digital services market, changing market dynamics, emerging service provider trends, and assessment of service provider delivery capabilities.

Some of the findings in this report, among others, are:

Life Sciences Digital Services PEAK Matrix®

Everest Group classified 31 life sciences digital services providers on the Everest Group PEAK Matrix® Assessment into the three categories of Leaders, Major Contenders, and Aspirants

- Leaders: There are six service providers in the Leaders category – Accenture, Capgemini, Cognizant, HCL Technologies, TCS, and Wipro
- Major Contenders: The Major Contenders category has 20 service providers which comprises a varied mix of global MNCs, large & midsize firms, and life sciences specialists
- Aspirants: This category includes five service providers – Apexon, Coforge, Orion Innovation, SoftServe, and Stefanini

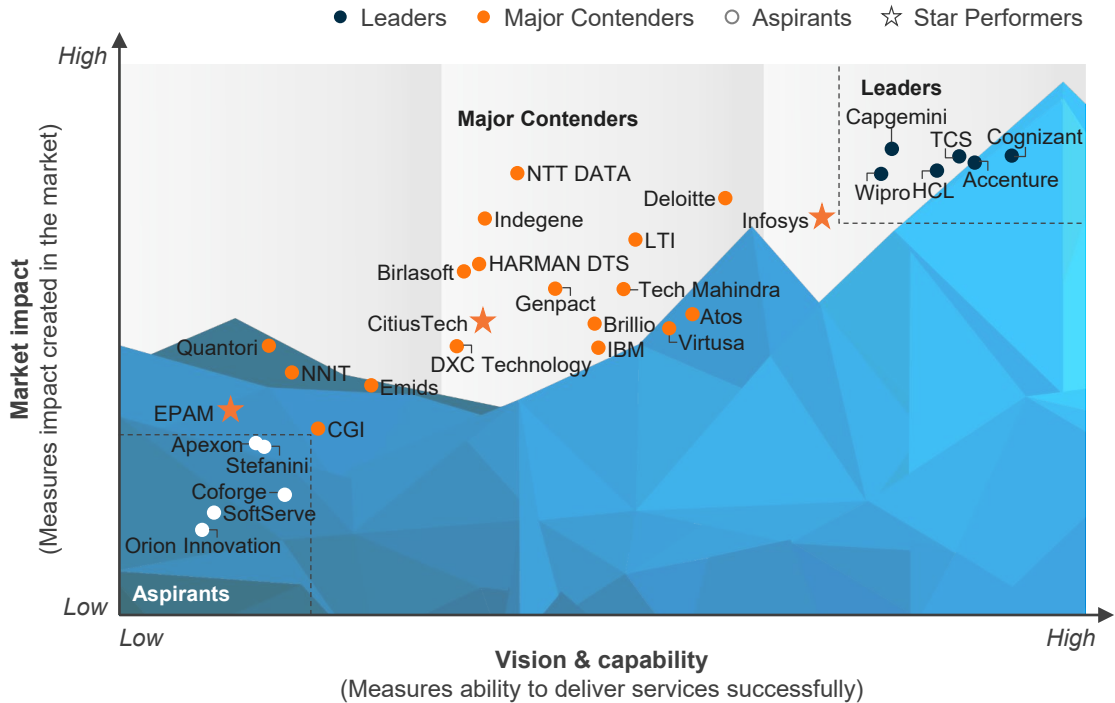**Digital service provider trends**

- Leaders have strengthened their domain-focused digital services portfolio by leveraging a trifecta of partnerships (domain- and technology-focused), acquisitions, and talent investments
- While some Major Contenders have built meaningful capabilities to deliver a wide range of digital services across the life sciences LoBs and value chain, others focus on differentiating by specializing in specific areas within the life sciences domain
- Aspirants have a dedicated focus on capturing the relatively less competitive small and mid-sized buyer segment

Demand drivers

- In addition to ensuring optimization and efficiency across the value chain, growth is being driven by increasing adoption of digital technologies to deliver products and services in a more customer-centric and agile manner
- Rapidly increasing role and importance of consumers is forcing life sciences companies to change their business and operating models and incorporating customer experience as a key differentiator

This study offers three distinct chapters providing a deep dive into key aspects of life sciences digital services market; below are three charts to illustrate the depth of the report

Everest Group Life Sciences Digital Services PEAK Matrix® Assessment 2022[1,2]

Illustrative example

● Leaders ● Major Contenders ○ Aspirants ☆ Star Performers

Market impact
(Measures impact created in the market)

High

Leaders
Capgemini
TCS Cognizant
Wipro HCL Accenture

Major Contenders
NTT DATA
Deloitte
Indegene
LTI
Infosys
Birlasoft HARMAN DTS
Tech Mahindra
Genpact
CitiusTech Brillio Atos
IBM Virtusa
DXC Technology
Quantori
NNIT
Emids
EPAM
Apexon CGI
Stefanini
Coforge
SoftServe
Orion Innovation

Aspirants

Low

Low — **Vision & capability** (Measures ability to deliver services successfully) — High

Capability assessment

Illustrative example

Measure of capability: ◔ Low ● High

Providers	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services	Innovation and investments	Delivery Footprint	Overall
Provider 1									
Provider 2									
Provider 3									
Provider 4									
Provider 5									
Provider 6									
Provider 7									
Provider 8									

Everest Group's remarks on providers

Illustrative example

Measure of capability: ◔ Low ● High

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services	Innovation & investments	Delivery Footprint	Overall

Strengths
- Service provider has established a clear vision for the life sciences domain that reflects its understanding of the industry's challenges
- It is co-creating with clients and engaging in outcome-based pricing models to drive digital engagements
- It has a consistently spread-out client base across the globe

Areas of improvement
- It can leverage its technical and domain expertise to expand its presence in the medical devices segment
- It should ramp up its marketing efforts to better position its automation and analytics capabilities to create market differentiation
- It should build readily implementable frameworks/tools/accelerators that complement its services and improve the time-to-value for clients

1 Assessments for Atos, CGI, Deloitte, DXC Technology, EPAM, IBM, and Infostretch exclude provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with life sciences firms that are buyers of digital services

2 Infostretch merged with Apexon. New entity is known as Apexon. In this assessment we have considered capabilities relevant to pre-merger Infostretch

Source: Everest Group (2022)

Everest Group®

Research calendar
Life Sciences Information Technology

Reports title	Release date
Medical Devices Digital Services PEAK Matrix® Assessment 2020	June 2020
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
Life Sciences Commercial Analytics & AI Trailblazers: Top Seven Start-ups Creating Buzz in Life Sciences Commercial Technology Landscape	September 2022
Life Sciences Digital Services PEAK Matrix® Assessment 2022	**September 2022**
Reaping Success from End-to-End Clinical Development Platforms	Q4 2022
Decentralized Clinical Trial Products PEAK Matrix® Assessment 2022	Q4 2022
Life Sciences Customer Experience Platforms PEAK Matrix® Assessment 2022	Q4 2022

Note: Click to see a list of all of our published Life Sciences Information Technology reports

Everest Group®

With you on the journey

Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our research also covers the technologies that power those processes and functions and the related talent trends and strategies. Our clients include leading global companies, service and technology providers, and investors. Clients use our services to guide their journeys to maximize operational and financial performance, transform experiences, and realize high-impact business outcomes. Details and in-depth content are available at **www.everestgrp.com**.

Stay connected

Website
everestgrp.com

Social Media

🐦 @EverestGroup

in @Everest Group

f @Everest Group

▶ @Everest Group

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