

Life Sciences Digital Services – Provider Compendium 2023

November 2022: Complimentary Abstract / Table of Contents



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- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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Introduction

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

The Life Sciences Digital Services – Service Provider Compendium report has over 31 provider profiles/buyer case studies/architecture of the survey questionnaire, etc.

Life Sciences Digital Services – Service Provider Compendium 2023

Provider 1 | life sciences digital services profile (page 2 of 6)

Overview

Company mission/vision statement
 Provider 1 is focused on turning technological disruptions into digital economy. Its vision for digital services in life sciences is combining the power of science and technology to radically improve data across the value chain, and enable new business models.

Overview of the client base
 Provider 1 engages with multiple Fortune 1000 clients in the life science based pharmaceutical company, one of the global healthcare kidney dialysis company, and the world's largest producer of pharmaceuticals.

Life sciences digital services revenue

Revenue Range	Percentage
<US\$50 million	10%
US\$50-150 million	40%
US\$150-300 million	50%

Scope of digital services
 Cloud, mobility, product & platform engineering, big data and analytics, experience, cybersecurity, and IoT

1 All the revenue components add up to a total of 100%

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Provider 1 | life sciences digital services profile (page 3 of 6)

Case studies

Case study 1

Problem statement
 Driving digital transformation across pharmaceutical company

Business challenge
 The client wanted to digitally transform drug discovery and manufacturing operations as well as clinical trials, and manufacturing operations as well as sales and marketing.

Solution and impact

- Implemented a ML workflow for the classification of patient during the drug development stages
- Set up a scalable capacity to streamline trial development Computing (HPC)
- Built on top of MES, it is an easy-to-use and configurable ability to author, reduce errors, and increase accuracy on manufacturing
- Leveraged an automated tool to provision different product campaign management
- Reduced the manual errors and improved accuracy by ~X%
- Reduced the total time taken for analysis by ~XYZ%

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Life Sciences Digital Services – Service Provider Compendium 2023

Provider 1 | life sciences digital services profile (page 4 of 6)

Digital frameworks

Consultative frameworks (representative list)

Framework	Details
Framework 1	A framework that...
Framework 2	A framework that...
Framework 3	A platform that...

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Provider 1 | life sciences digital services profile (page 5 of 6)

Proprietary solutions

Proprietary solutions for life sciences digital services (representative list)

Solution/accelerator name	Value chain
XYZ	Drug discovery and medical device product development
XYZ	Supply chain
XYZ	Digital health
XYZ	Clinical and pre-clinical trials

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Life Sciences Digital Services – Service Provider Compendium 2023

Provider 1 | life sciences digital services profile (page 6 of 6)

Key events

Key events (representative list)

Event name	Type of event	Details
XYZ (YYYY)	Investment	Invested in XYZ, which is an AI platform built to offer multiple AI, engineering, and data science solutions to solve high-impact business problems in the areas of computer vision, NLP, ModelOps, and Classic ML, including customer lifetime value, price optimization, churn analysis, consumer segmentation and targeting, anomaly detection, attribution modeling, consumer behavior analysis, and the next best action
XYZ (YYYY)	Acquisition	Acquired XYZ, an IT consulting firm focused on digital transformation, to strengthen XYZ's product & platform engineering, data analytics engineering, cloud security, and digital infrastructure capabilities, increasing XYZ's nearshore presence and proximity to its strategic relationships in North America
XYZ (YYYY)	Investment	Invested in the XYZ, which brings to customers, a suite of AI-driven capabilities, solutions, and products to accelerate toward a digital enterprise to stay relevant in a rapidly changing digital ecosystem
XYZ (YYYY)	Acquisition	Acquired XYZ, a leading Salesforce revenue cloud services partner, to become a top Salesforce Enterprise sales transformation provider

NOT EXHAUSTIVE

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Research calendar

Life Sciences Information Technology

Published Planned Current release

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
Life Sciences Digital Services – Provider Compendium 2023	November 2022
Reaping Success from End-to-End Clinical Development Platforms	Q4 2022
Decentralized Clinical Trial Products PEAK Matrix® Assessment 2023	Q4 2022
Life Sciences Customer Experience Platforms PEAK Matrix® Assessment 2023	Q4 2022

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