Everest Group®

Everest Group PEAK MATRIX® | Life Sciences Business Process

Life Sciences Operations PEAK Matrix® Assessment 2022

June 2022: Complimentary Abstract / Table of Contents

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Contract assessment

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Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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Background of the research

The post-pandemic era has brought about several changes in the operating dynamics of the life sciences industry. There is a movement from centralized trials to hybrid and decentralized modes of operations and face-to-face Healthcare Professional (HCP) interactions are being replaced with a coordinated omnichannel outreach approach. Apart from an increased focus on safety from both regulators and consumers leading to a continued focus on Pharmacovigilance (PV), enterprises have increased their appetite for digital tools and technologies to realize efficiencies and cost savings.

To effectively cater to the evolving enterprise needs, service providers have invested in increasing the breadth and depth of their functionalities/offerings across the life sciences operations value chain. They have invested in a host of avenues such as the enhancement of their virtual trial capabilities, augmentation of the automation-enabled platform-based PV service offerings, and the use of intelligent automation and predictive analytics for personalized HCP targeting, among other investments, to keep pace with the rapidly evolving needs of the market.

In this research, we present an assessment and detailed profiles of 32 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 the calendar year 2021-22, interactions with leading life sciences BPS services providers, client reference checks, and ongoing analysis of the life sciences BPS market.

Scope of this report

Geography
Global

Providers
Accenture, APCER Life Sciences, Ashfield, Atos, Axtria, Charles River Laboratories, Clario, Cognizant, Conduent, DXC Technology, Ergomed plc, Freyr, Genpact, HCL Technologies, ICON plc, Indegene, IQVIA, Labcorp Drug Development, Lash Group, Medpace, NAMSA, Navitas Life Sciences, Parexel, PharmaLex, PPD, ProPharma Group, Syneos Health, TCS, Tech Mahindra, Wipro, WNS, and ZS

Services
Life sciences operations

Overview and abbreviated summary of key messages

This report uses Everest Group's proprietary PEAK Matrix® to assess and rate service providers on various dimensions of their capabilities. It also includes market share analysis of service providers and Everest Group's remarks on service providers highlighting their key strengths and limitations.

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

Everest Group PEAK Matrix® for Life Sciences Operations

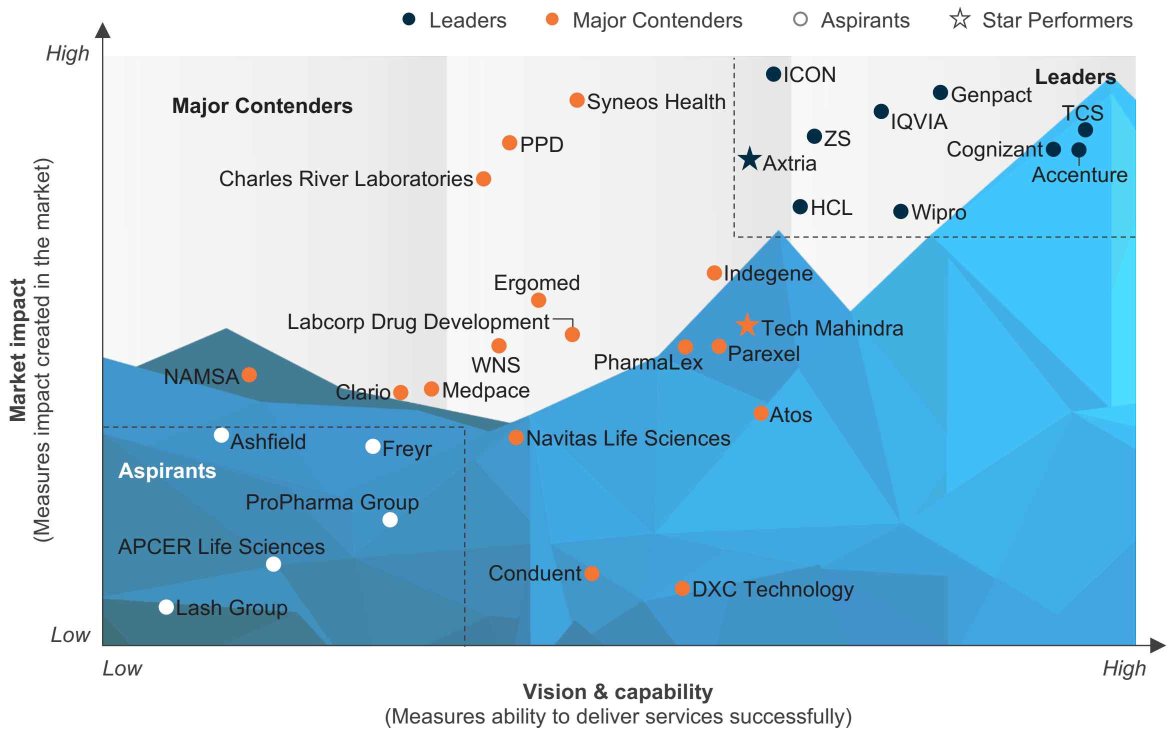
- Everest Group classified 32 life sciences operations BPS providers on the Everest Group PEAK Matrix into the three categories of Leaders, Major Contenders, and Aspirants
  - **Leaders:** there are 10 service providers in the Leaders category – Accenture, Axtria, Cognizant, Genpact, HCL Technologies, IQVIA, ICON plc, TCS, Wipro, and ZS
  - **Major Contenders: t**he Major Contenders category has 17 service providers – Atos, Clario, Conduent, Charles River Laboratories, DXC Technology, Ergomed plc, Indegene, Labcorp Drug Development, Medpace, NAMSA, Navitas Life Sciences, Parexel, PharmaLex, PPD, Syneos Health, Tech Mahindra, and WNS
  - **Aspirants:** APCER Life Sciences, Ashfield, Freyr, Lash Group, and ProPharma Group are Aspirants on the PEAK Matrix
- Everest Group conferred the **Star Performers** title on providers that demonstrated the strongest forward and upward movement on the PEAK Matrix. Axtria and Tech Mahindra are Star Performers on the LS Operations Everest Group PEAK Matrix for 2022

Key insights on Life Sciences providers' market share

- Charles River Laboratories, ICON plc, IQVIA, Parexel, PPD, Syneos Health, TCS, and ZS account for >50% market share in terms of revenue
- Tech Mahindra and ICON plc registered the highest Year-on-Year (YoY) revenue growth
- Sales and marketing and pharmacovigilance continue to be the largest and the most competitive spaces

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

Everest Group Life Sciences Operations PEAK Matrix® Assessment 2022[1]

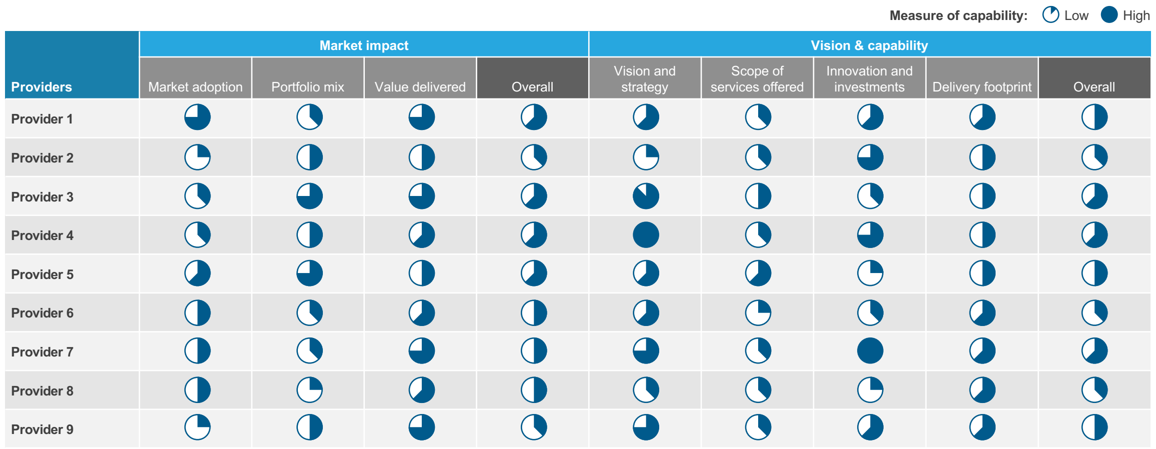


1 Assessment for APCER Life Sciences, Ashfield, Atos, Clario, Charles River Laboratories, DXC Technology, Ergomed plc, Freyr, ICON plc, IQVIA, Labcorp Drug Development, Lash Group, Medpace, NAMSA, Navitas Life Sciences, Parexel, PPD, ProPharma Group, and Syneos Health excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with buyers

Source: Everest Group (2022)

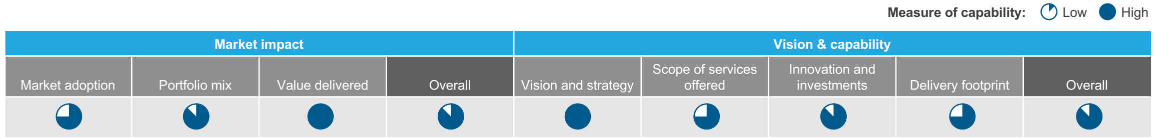
Capability assessment

Illustrative example



Everest Group's remarks on providers

Illustrative example



Strengths

- With strong consulting capabilities to complement its life science operations, Provider 1 continues to invest significantly in building its partnership ecosystem. It has further strengthened its presence across the value chain in functions such as clinical trials, supply chain, and commercial operations
- Provider 1 continues to expand its technological offerings with its proprietary platforms XXX and XXX, which have sustained traction from clients. They have further invested in multiple service providers such as XXX to scale their digital capabilities

Limitations

- Unlike its peers, Provider 1 is yet to establish a strong foothold in the medical devices segment with its client base largely skewed toward biopharma
- Referenced clients highlighted proactiveness and transparency in relationship management as areas of improvement

Research calendar
Life Sciences Business Process

Published | Planned | Current release

Reports title	Release date
Healthcare Provider BPO Service Provider Landscape with PEAK Matrix® Assessment 2022	August 2021
Wipro Bets Big on Healthcare through the HealthPlan Services Acquisition	September 2021
Medicaid/Medicare Version 2.0: Exploring the Next Growth Wave in the Market	September 2021
Will Big Pharma Heed the Call to Bring Jobs Home?	October 2021
Trump Cards: Driving Healthcare Innovation During Uncertainty	December 2021
Innovation in Pharmacovigilance (PV): How to Spend Smarter Not Higher?	January 2022
Rising Cost of Healthcare in the United States: Can Analytics Help?	February 2022
MedTech - The Next Colossal Wave in Life Sciences Outsourcing	April 2022
Life Sciences Operations PEAK Matrix® Assessment 2022	**June 2022**
Life Sciences Operations Provider Compendium 2022	Q3 2022
The Changing Role of CROs in the Pharma World	Q3 2022
Safety Matters: How Life Sciences Firms Are Working to Inspire Regulatory and Public Confidence	Q3 2022
The Increasing Role of Quality and Regulatory Affairs in Driving Competitive Edge	Q3 2022
Life Sciences Sales and Marketing Operations PEAK Matrix Assessment with Provider Landscape	Q4 2022
Life Sciences Sales and Marketing Operations Provider Compendium	Q4 2022

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