

Life Sciences Operations – Provider Compendium 2022

September 2022: Complementary Abstract / Table of Contents



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- Software Product Engineering Services
- ► Supply Chain Management (SCM) Services
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- Work at Home Agent (WAHA) Customer Experience Management (CXM)

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

Robust definitions and frameworks

Function specific pyramid, Total Value Equation (TVE), PEAK Matrix[®], and market maturity 02

Primary sources of information

Annual contractual and operational RFIs, provider briefings and buyer interviews, webbased 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
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



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 <u>Life Sciences Operations PEAK Matrix® Assessment 2022</u>. 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



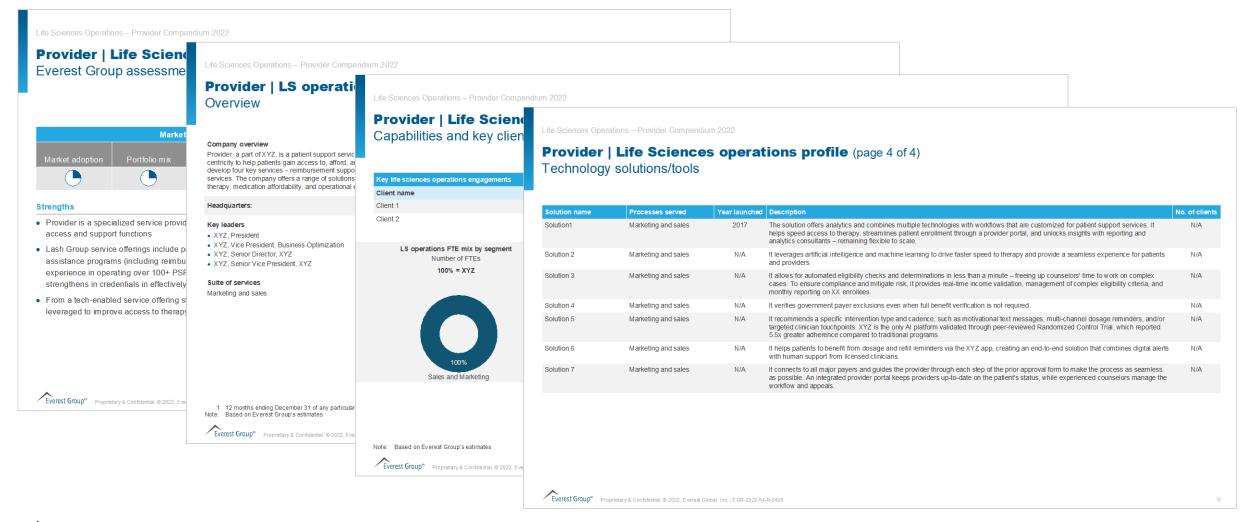
Providers

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

The Life Sciences Operations Compendium report has 31 provider profiles



Research calendar

Life Sciences Business Process

Published	Planned Current release
Reports title	Release date
Life Sciences Operations: Changing Market Dynamics Ushering In a New Wave of Digitization	September 2021
Innovation in Pharmacovigilance (PV): How to Spend Smarter Not Higher?	January 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	September 2022
The Evolving Pharmacovigilance Landscape	Q3 2022
The Changing Role of CROs in the Pharma World	Q4 2022
Life Sciences Sales and Marketing Operations PEAK Matrix Assessment with Provider Landscape	Q1 2023
Life Sciences Sales and Marketing Operations Provider Compendium	Q1 2023

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