

# Medical Devices Digital Services – Provider Compendium 2023

June 2023: Complimentary Abstract / Table of Contents



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## Focus of the research

The growth of MedTech is knitted together with a rapid adoption of digital services across the themes of supply chain visibility, manufacturing 4.0 capabilities, omnichannel customer experience, connected care, etc. The increased adoption harbors not only on the intent to enhance operational efficiency and productivity but to also dispense a better customer experience with improved patient outcomes.

To address this surge in demand and rising need of verticalization from medical device enterprises and manufacturers, service providers ramping up their portfolio of services by adding the lens of domain-specificity, through the development of medical device-specific IP, CoEs, and thought leadership. The industry is also witnessing service providers taking the role of an end-to-end digital transformation partner by co-developing solutions to help medical device enterprises in their digital journey.

In this research, we present an assessment of 21 medical device services providers featured on the Medical Devices Digital Services PEAK Matrix®. The assessment is based on Everest Group’s annual RFI process for the calendar year 2023, interactions with leading medical devices digital service providers, client reference checks, and an ongoing analysis of the medical devices digital services market.

**This report includes the profiles of the following 21 leading medical devices service providers featured on the Medical Devices Digital Services PEAK Matrix:**

- **Leaders:** Accenture, Capgemini, Cognizant, HCLTech, and TCS
- **Major Contenders:** Apexon, Atos, Brillio, CitiusTech, Deloitte, EZEN, HARMAN DTS, IBM, Infosys, LTIMindtree, NTT DATA, Virtusa, and Wipro
- **Aspirants:** Birlasoft, Genpact, and Tech Mahindra

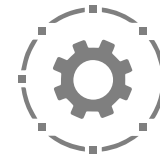
### Scope of this report



**Geography**  
Global



**Providers**  
Medical devices  
service providers



**Services**  
Medical devices  
digital services

## Overview and abbreviated summary of key messages

This report examines the 2023 medical devices service provider landscape and its impact on the medical devices digital services market. It focuses on provider position and growth in the medical devices digital services market, changing market dynamics and emerging provider trends, assessment of provider delivery capabilities.

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

### Medical Devices Digital Services PEAK Matrix®

Everest Group classified 21 medical devices digital services providers on the Everest Group PEAK Matrix® Assessment into three categories of Leaders, Major Contenders, and Aspirants

- Leaders: There are five service providers in the Leaders category – Accenture, Capgemini, Cognizant, HCL Technologies, and TCS
- Major Contenders: The Major Contenders category has 13 service providers which comprises a varied mix of global MNCs, large & midsize firms, and life sciences specialists
- Aspirants: This category includes five service providers – Birlasoft, Genpact, and Tech Mahindra

### Digital service provider trends

- Leaders have positioned themselves as a digital transformation partner for enterprises with end-to-end capabilities, and a balanced breadth of offerings across the domain of medical devices
- Major Contenders comprise a varied mix of midsize and large firms having a relatively less balanced portfolio, and inclined toward a specialization in certain specific areas of the value chain
- Aspirants have more focus on leveraging horizontal capabilities to cater to the needs of medical devices enterprises over developing medical devices-specific services through CoEs and strategic alliances

### Demand drivers

- Amid global disruptions, medical devices enterprises have shown an inclination towards enhancing productivity and reducing cost pressures, which has led to a faster adoption of digital services around supply chain visibility and manufacturing 4.0
- Growth is also being driven by a greater adoption of connected care and remote patient monitoring services owing to a greater emphasis on personalization, efficient and early diagnosis, and improving patient outcomes by medical devices enterprises

# The Medical Devices Digital Services – Provider Compendium report has over 21 provider profiles/buyer case studies/architecture of the survey questionnaire, etc.

Medical Devices Digital Services – Provider Compendium 2023

## Provider 1 profile (page 1 of 6) Overview

**Company mission/vision statement**  
Provider 1's vision for medical devices digital services is to... by providing end-to-end product development, marketing, and... digitally transform the medical devices business by integrat... data, and analytics to assist clients in their digital transform...

**Overview of the client base**  
Its clients include 10 of the top 25 life sciences companies XYZ, XYZ, XYZ, etc.

**Medical devices digital services revenue (2022)**

<US\$25 million	US\$25-50 million
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Medical Devices Digital Services – Provider Compendium 2023

## Provider 1 profile (page 2 of 6) Case studies

**Case study 1** Optimize and modernize a cloud

**Business challenge**  
The client wanted to eliminate siloed IT services and requi... infrastructure. It wanted provider to build an environmen... and providing the flexibility to meet its evolving business a...

**Solution**  
Provider 1 designed and implemented an integrated stack... Instead of multiple organizations and touchpoints, provide... responsibility for everything from application support to me... landscape into stacks and business services, and structur... operating models. It also rationalized and consolidated all... services to the full-stack management model.

**Impact**

- Created a simplified, future-proof IT landscape
- Brought into function a cloud-first strategy
- Enhanced end-user experience and lowered the operat...

Medical Devices Digital Services – Provider Compendium 2023

## Provider 1 profile (page 3 of 6) Frameworks

**Digital services consulting frameworks for medical dev...**

Framework	Details
XYZ	It includes device m... event of possible f...
XYZ	It is a portfolio for c... knowledge and exp...

Medical Devices Digital Services – Provider Compendium 2023

## Provider 1 profile (page 4 of 6) Offerings

**Proprietary digital solutions (representative list)**

Solutions	Details
XYZ	It is a strategic so... research and inq...
XYZ	It helps in the des...
XYZ	It manages and tr...
XYZ	It offers end-to-en...
XYZ	It is a Hybrid Clou...
XYZ	It is a platform the... linking data acros...
XYZ	Its products and s... patient engage...

Medical Devices Digital Services – Provider Compendium 2023

## Provider 1 profile (page 5 of 6) Recent developments

**Key events (representative list)**

Event name	Type of event
XYZ	Partnership
XYZ	Acquisi tion
XYZ	Partnership
XYZ	Acquisi tion
XYZ	Partnership
XYZ	Partnership

Medical Devices Digital Services – Provider Compendium 2023

## Provider 1 profile (page 6 of 6) Everest Group assessment – Aspirant

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

**Strengths**

- Provider 1 has developed a good suite of verticalized IP focused on product development and the design segment of the value chain, targeting use cases such as device connectivity, maturity assessment for medical devices, and remote analysis of edge devices
- Clients highlight its technical prowess and the proactive approach it adopts for the development of technological solutions
- Its ability to move resources to match the project requirements coupled with its ability to deliver on time has been validated by its clients
- It has established an equitable presence across the North America, the UK, APAC, and the Middle East regions

**Limitations**

- Provider 1 should look to put in the effort to become more price competitive and introduce more innovative commercial constructs over and above the existing risk-sharing models
- It should aim to enhance its delivery footprint across the value chain of medical devices, which is currently concentrated on product development
- While it enhances its domain-centricity through partnerships, it is essential that it also undertakes the development of domain-specific CoEs and build verticalized thought leadership, especially in the area of SaMD
- Clients would appreciate a higher level of synergy and proactiveness from it, while working with other enterprises in the enterprise ecosystem

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# Research calendar

## Life Sciences Information Technology

Published Planned Current release

Reports title	Release date
Decentralized Clinical Trial Platforms PEAK Matrix® Assessment 2023	November 2022
Decentralized Clinical Trial Platforms Provider Compendium 2023	December 2022
Life Sciences Decentralized Clinical Trial Platforms State of the Market 2023	March 2023
Medical Devices Digital Services PEAK Matrix® Assessment 2023	April 2023
<b>Medical Devices Digital Services – Provider Compendium 2023</b>	<b>June 2023</b>
Life Sciences Smart Manufacturing Services PEAK Matrix® Assessment 2023	Q2 2023
Life Sciences IT Services – State of the Market	Q2 2023
High Performance Computing in Drug Discovery	Q2 2023
Life Sciences Commercial Technology – State of the Market	Q2 2023
Reaping Success from End-to-End Clinical Development Platforms	Q2 2023
Life Sciences Commercial Analytics & AI Platforms PEAK Matrix® Assessment 2023	Q3 2023
Life Sciences Services Specialists PEAK Matrix® Assessment 2023	Q3 2023
Future of Hybrid Commercial Model – Orchestrating Hyper-personalized Customer Journeys	Q3 2023
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