Everest Group®

Provider Compendium | Life Sciences Information Technology

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

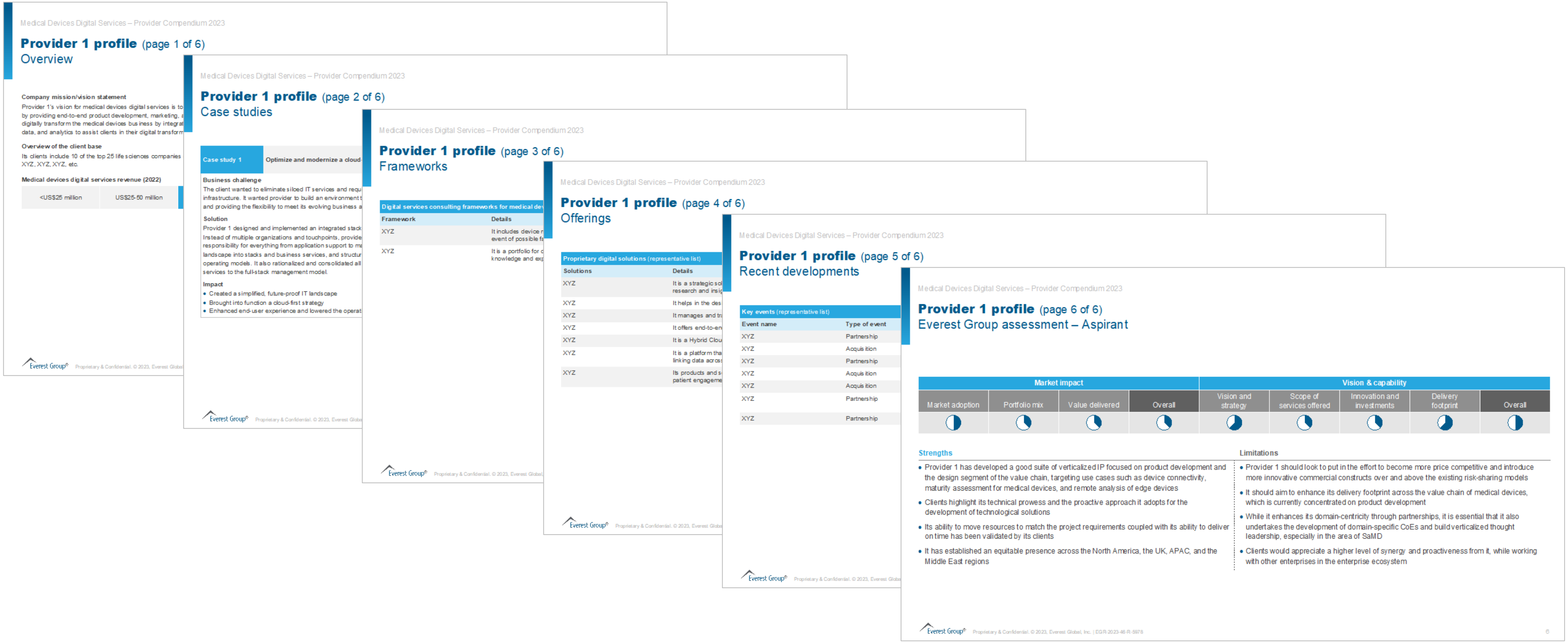
Digital service provider trends

- 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.



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
Medical Devices Digital Services – Provider Compendium 2023	**June 2023**
Life Sciences Smart Manufacturing Services PEAK Matrix® Assessment 2023	Q2 2023
Life Sciences IT Services – State of the Market	Q2 2023
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