

# Life Sciences Operations PEAK Matrix® Assessment 2023

September 2023: Complimentary Abstract / Table of Contents



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- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
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- ▶ Technology Skills and Talent
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## Background of the research

Over the past year, enterprises had to serve a series of macroeconomic and geopolitical challenges. The potential uncertainties with the implementation of the Inflation Regulation Act (IRA), and the rise in federal interest rates to curb inflation, compounded by an ongoing war resulting in shifting clinical trials from Russia and Ukraine have forced enterprises to rethink their strategies. Further, the advent of generative AI such as ChatGPT will enable the biopharma and MedTech firms to repackage their offerings and provide cutting-edge technology and cost optimization.

To effectively serve 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 Decentralized Clinical Trials (DCT), with many Information Technology/Business Process Outsourcing (IT/BPOs) companies partnering with DCT providers. Further investments include analytics-driven tools for razor-sharp Healthcare Professional (HCP) profiling and targeting, and the use of automation tools in areas such as Adverse Events (AE) intakes to rapidly evolve with the market needs.

In this research, we present an assessment and detailed profiles of 28 life sciences Business Process Services (BPS) 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 2022, 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, Axtria, Charles River Laboratories, Clario, Cognizant, Conduent, DXC Technology, Ergomed, Eviden, Fortrea, Freyr, Genpact, HCLTech, ICON, Indegene, IQVIA, Medpace, Navitas Life Sciences, Parexel, 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.

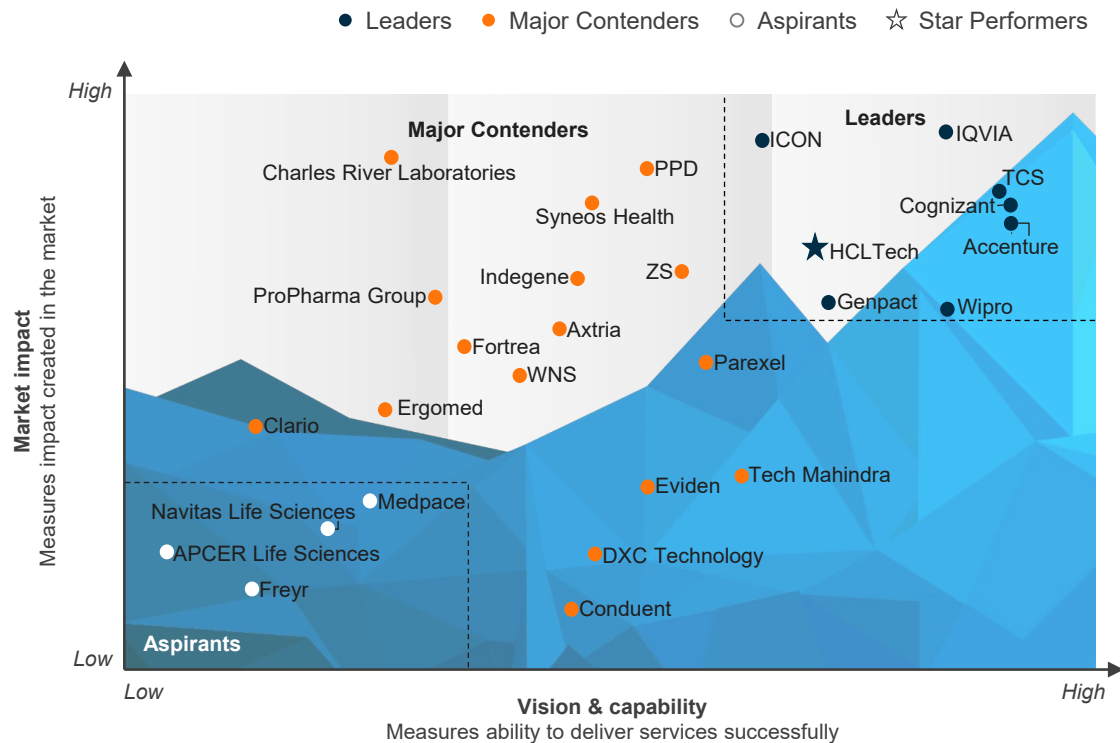
Some of the findings in this report, among others, are:

### Everest Group PEAK Matrix® for Life Sciences Operations

- Everest Group classified 28 life sciences operations BPS providers on the Everest Group PEAK Matrix into the three categories of Leaders, Major Contenders, and Aspirants
  - **Leaders:** there are 8 service providers in the Leaders category – Accenture, Cognizant, Genpact, HCLTech, ICON, IQVIA, TCS, and Wipro
  - **Major Contenders:** the Major Contenders category has 16 service providers – Axtria, Charles River Laboratories, Clario, Conduent, DXC Technology, Ergomed, Eviden, Fortrea, Indegene, Parexel, PPD, ProPharma Group, Syneos Health, Tech Mahindra, WNS, and ZS
  - **Aspirants:** APCER Life Sciences, Freyr, Medpace, and Navitas Life Sciences 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. HCLTech is the Star Performer on the LS Operations Everest Group PEAK Matrix for 2023

# 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 2023<sup>1</sup>



<sup>1</sup> Assessment for APCER Life Sciences, Axtria, Clario, Charles River Laboratories, Ergomed, Fortrea, Freyr, ICON, Medpace, Navitas Life Sciences, Parexel, PPD, Syneos Health, Tech Mahindra, and ZS 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. For these companies, Everest Group's data for assessment may be less complete  
Source: Everest Group (2023)

Capability assessment

Illustrative example

Measure of capability: 🔄 Low ● High

Providers	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Provider 1	🔄	🔄	●	●	🔄	🔄	●	🔄	🔄
Provider 2	🔄	🔄	🔄	🔄	🔄	🔄	●	🔄	🔄
Provider 3	🔄	●	●	●	●	🔄	🔄	🔄	●
Provider 4	🔄	🔄	●	●	●	🔄	●	🔄	●
Provider 5	🔄	●	🔄	●	🔄	🔄	🔄	🔄	●
Provider 6	🔄	🔄	●	●	🔄	🔄	🔄	●	●
Provider 7	🔄	🔄	●	●	●	🔄	●	●	●
Provider 8	🔄	🔄	●	●	🔄	🔄	🔄	●	●
Provider 9	🔄	🔄	●	●	●	🔄	●	●	●

Everest Group's remarks on providers

Illustrative example

Measure of capability: 🔄 Low ● High

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**

- With strong consulting capabilities to complement its life science operations, Provider 1 continues to invest significantly in building its partnership ecosystem
- Provider 1 continues to expand its technological offerings with its proprietary platforms ABC and XYZ, which have sustained traction from clients. They have further invested in multiple service providers such as XYZ 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
Life Sciences Operations PEAK Matrix® Assessment 2022	June 2022
Life Sciences Operations – Provider Compendium 2022	September 2022
The Evolving Pharmacovigilance (PV) Landscape	September 2022
Navigating the Shift in the Pharma-CRO Engagement Model: Evolving Pharma Needs Signaling Change	February 2023
What’s in a Label? The Evolving Landscape of Labeling and Artwork in the Life Sciences Industry	February 2023
Life Sciences Sales and Marketing Operations – Services PEAK Matrix® Assessment 2023	March 2023
Navigating Economic, Geopolitical, and Regulatory Uncertainty in the Life Sciences Industry	April 2023
Generative AI: The New Age of Artificial Intelligence	May 2023
Life Sciences Sales and Marketing Operations – Provider Compendium 2023	June 2023
<b>Life Sciences Operations PEAK Matrix® Assessment 2023</b>	<b>September 2023</b>
MedTech Operations PEAK Matrix® Assessment 2023	Q4 2023
Life Sciences Operations – Provider Compendium 2023	Q4 2023
Life Sciences Quality Operations: the Outsourcing Advantage	Q4 2023
Emerging Trends in Drug Discovery	Q1 2024
Regulatory and Medical Affairs Operations PEAK Matrix® Assessment 2023	Q1 2024

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