

# Life Sciences Operations – Provider Compendium 2024

February 2024: Complimentary Abstract / Table of Contents



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## Life Sciences Business Process

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- ▶ Intelligent Document Processing
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- ▶ IT Services Excellence
- ▶ IT Talent Excellence
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Microsoft Azure
- ▶ Microsoft Business Application Services
- ▶ Modern Application Development (MAD)
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as-a-Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG IT Services
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Genius™
- ▶ Technology Skills and Talent
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For more information on this and other research published by Everest Group, please contact us:

- Abhishek A. K**, Vice President
- Lloyd Fernandes**, Practice Director
- Gokul Janardhan**, Senior Analyst
- Vaibhav Srivastava**, Analyst
- Rashi Garg**, Senior Research Specialist

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## Background of the research

Over the past year, enterprises have had to serve a series of macroeconomic and geopolitical challenges. The potential uncertainties with the implementation of the Inflation Reduction 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 PEAK Matrix® Assessment 2023](#). 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

Everest Group PEAK Matrix® is a proprietary framework for the assessment of relative market impact and vision & capability. Everest Group classifies 28 service providers on the Everest Group PEAK Matrix into the three categories of Leaders, Major Contenders, and Aspirants. This report examines the life sciences BPS service provider landscape and provides analysis of their key capabilities. It also identifies the key implications of the research findings and sourcing considerations for enterprises.

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

# The Life Sciences Operations – Provider Compendium 2024 has 28 provider profiles

Life Sciences Operations – Provider Compendium 2024

## Provider 1 profile (page 1 of 3) Overview

### Company overview

Provider 1 is a professional services firm specializing in developing and delivering customer-value-driven products for companies. With over 35 years of experience and a global presence, it employs over 8,000 professionals across 30 offices. The company utilizes deep industry expertise, advanced analytics, technology, and strategic insights to create practical solutions. Provider focuses on end-to-end digital transformation, providing services in digital strategy, operations, and technology for both commercial and R&D functions in the life sciences industry.

**Headquarters:** **Website:**

### Key leaders

- **Leader 1**, Chairman
- **Leader 2**, Chief Executive Officer
- **Leader 3**, Principal, Pharmaceuticals and Biotech
- **Leader 4**, Managing Partner, Global Commercialization Strategy

### Suite of services

- Strategy and advisory
- Digital and analytics
- Drug discovery, research, and pre-clinical trials
- Clinical trials
- Manufacturing, supply chain, and distribution
- Marketing and sales
- Pharmacovigilance
- Regulatory and medical affairs
- Biomedical research and medical strategy

<sup>1</sup> 12 months ending December 31 of any particular year, i.e., from January 1, YYYY to December 31, YYYY  
Note: Based on Everest Group's estimates

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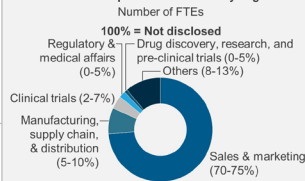
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## Provider 1 profile (page 2 of 3) Capabilities and key clients

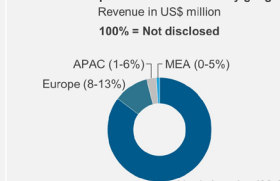
### Key life sciences operations engagements

Client name	Processes served
A clinical-stage pharmaceutical company	Manufacturing, sales and marketing, supply chain and distribution, and regulatory compliance support
An American biopharmaceutical company	Drug discovery, research, pre-clinical trials, manufacturing, distribution, and regulatory compliance support
A pharmaceutical company	Drug discovery, research, pre-clinical trials, clinical and distribution, and regulatory compliance support
One of the world's largest pharmaceutical companies	Drug discovery, research, pre-clinical trials, manufacturing, distribution, and regulatory compliance support

### Life sciences operations FTE mix by segment



### Life sciences operations revenue mix by geograph



<sup>1</sup> Buyer size is defined as mega (>US\$20 billion), very large (US\$10-20 billion), large (US\$5-10 billion in revenue), medium (US\$1-5 billion in revenue), and small (<US\$1 billion in revenue).  
Note: Based on Everest Group's estimates

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## Provider 1 profile (page 3 of 3) Technology solutions/tools

NOT EXHAUSTIVE

Application	Processes served	Year launched	Description	No. of clients
Application 1	Drug discovery, research, pre-clinical trials, manufacturing, sales and marketing, supply chain and distribution, pharmacovigilance, and regulatory compliance support	2021	It is a cloud-native platform designed to facilitate workflows, transformation processes, and data analysis.	79
Application 2	Drug discovery, research, pre-clinical trials, manufacturing, sales and marketing, supply chain and distribution, pharmacovigilance, and regulatory compliance support	2021	It facilitates client insights through user-friendly self-service tools.	55
Application 3	Sales and marketing	2021	It facilitates the creation of personalized customer journeys to define, propel, and reinforce customer relationships.	15
Application 4	Sales and marketing	2021	It translates the go-to-market strategy into action, optimizing field deployment in local healthcare markets, and motivates the entire field force through dynamic planning and incentive structures.	9
Application 5	Drug discovery, research, pre-clinical trials, clinical trial, regulatory compliance support, and pharmacovigilance	2020	It offers a comprehensive asset class featuring multiple platform components for the seamless integration, monitoring, transformation, analysis, and reporting of clinical trial data from investigator sites, third parties, and subjects. Built on an AWS foundation, these solutions provide automation and machine-learning-powered modules, including anomaly detection, data mapping and transformation, and query optimization.	3

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# Research calendar

## Life Sciences Business Process

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
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
Life Sciences Operations PEAK Matrix® Assessment 2023	September 2023
MedTech Operations PEAK Matrix® Assessment 2023	November 2023
<b>Life Sciences Operations – Provider Compendium 2024</b>	<b>February 2024</b>
MedTech Operations – Provider Compendium 2024	Q1 2024
Life Sciences Enterprise Sourcing Considerations	Q1 2024
Evolution of Clinical Trial Operations	Q1 2024
Leading the Evolution: Pioneering Generative AI Solutions in the Life Sciences Industry	Q2 2024
Regulatory and Medical Affairs Operations PEAK Matrix® Assessment 2024	Q2 2024

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## Stay connected

**Dallas (Headquarters)**  
info@everestgrp.com  
+1-214-451-3000

**Bangalore**  
india@everestgrp.com  
+91-80-61463500

**Delhi**  
india@everestgrp.com  
+91-124-496-1000

**London**  
unitedkingdom@everestgrp.com  
+44-207-129-1318

**Toronto**  
canada@everestgrp.com  
+1-214-451-3000

**Website**  
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