

# Everest Group PEAK Matrix® for Life Sciences Digital Services Provider 2022

**Focus on HCL Technologies**  
October 2022



## Background of the research

The pandemic necessitated and accelerated the rapid adoption of digital services across the Life Sciences (LS) value chain. Therefore, there has been a conscious shift in enterprise mindset to focus on delivering products and services in a more customer-centric and agile manner. As such, there is a historic surge in investment in digital services such as cybersecurity, cloud migration, virtual engagement models for clinical trials and sales and marketing, AI/ML for drug discovery, and digital twins in manufacturing and supply chain operations. These enterprises are looking for thought leaders and innovation partners that can help them on their transformation journeys. Consequently, service providers are ramping up capabilities by building industry-specific tools and accelerators and engaging in life sciences-specific partnerships and co-innovation initiatives. Everest Group’s Life Sciences ITS research program analyzes service provider capabilities and their impact on the life sciences digital services market.

In this research, we present an assessment and detailed profiles of 31 life sciences digital services providers featured on the [Life Sciences Digital Services PEAK Matrix® Assessment 2022](#). Each provider profile provides a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies. The assessment is based on Everest Group’s annual RFI process for calendar year 2022, interactions with leading life sciences service providers, client reference checks, and an ongoing analysis of the digital services market.

**This report includes the profiles of the following 31 leading life sciences digital service providers featured on the life sciences digital services PEAK Matrix:**

- **Leaders:** Accenture, Capgemini, Cognizant, HCL Technologies, TCS, and Wipro
- **Major Contenders:** Atos, Birlasoft, Brillio, CGI, CitiusTech, Deloitte, DXC Technology, Emids, EPAM, Genpact, HARMAN DTS, IBM, Indegene, Infosys, LTI, NNIT, NTT DATA , Quantori, Tech Mahindra, and Virtusa
- **Aspirants:** Apexon, Coforge, Orion Innovation, SoftServe, and Stefanini

### Scope of this report



**Geography**  
Global



**Providers**  
Life sciences  
(biopharmaceuticals, medical  
devices, and Contract Research  
Organizations or CROs)



**Services**  
Life sciences digital  
services

## Life sciences digital services PEAK Matrix® characteristics

### Leaders:

Accenture, Capgemini, Cognizant, HCL Technologies, TCS, and Wipro

- Leaders have strengthened their domain-focused digital services portfolio by leveraging a trifecta of partnerships (domain- and technology-focused), acquisitions, and talent investments; hence, fortifying their positioning as thought leaders and strategic & innovation partners for large life sciences customers
- These players are proactively showcasing impactful use-cases in emerging areas such as decentralized clinical trials, commercial life cycle, and medical devices based on next-gen technologies such as digital twin, cybersecurity, 5G, and intelligent automation
- These players have made progress in offering better cost-effectiveness and improving their footprint in small and midsize buyers; however, they still face a stiff competition from progressive Major Contenders in these avenues

### Major Contenders:

Atos, Birlasoft, Brillio, CGI, CitiusTech, Deloitte, DXC Technology, Emids, EPAM, Genpact, HARMAN DTS, IBM, Indegene, Infosys, LTI, NNIT, NTT DATA , Quantori, Tech Mahindra, and Virtusa

- The Major Contenders segment comprises a varied mix of global MNCs, large & midsize firms, and life sciences specialists
- While some have built meaningful capabilities to deliver a wide range of digital services across the life sciences LoBs and value chain, others focus on differentiating by specializing in specific areas within the life sciences domain (such as medical devices and/or clinical R&D and/or sales & marketing)
- The service portfolios of Major Contenders are not as balanced as those of Leaders, and also tend to be less comprehensive in value chain coverage
- However, these players are offering the Leaders stiff competition by making high-profile investments and meaningful partnerships around digital offerings

### Aspirants:

Apexon, Coforge, Orion Innovation, SoftServe, and Stefanini

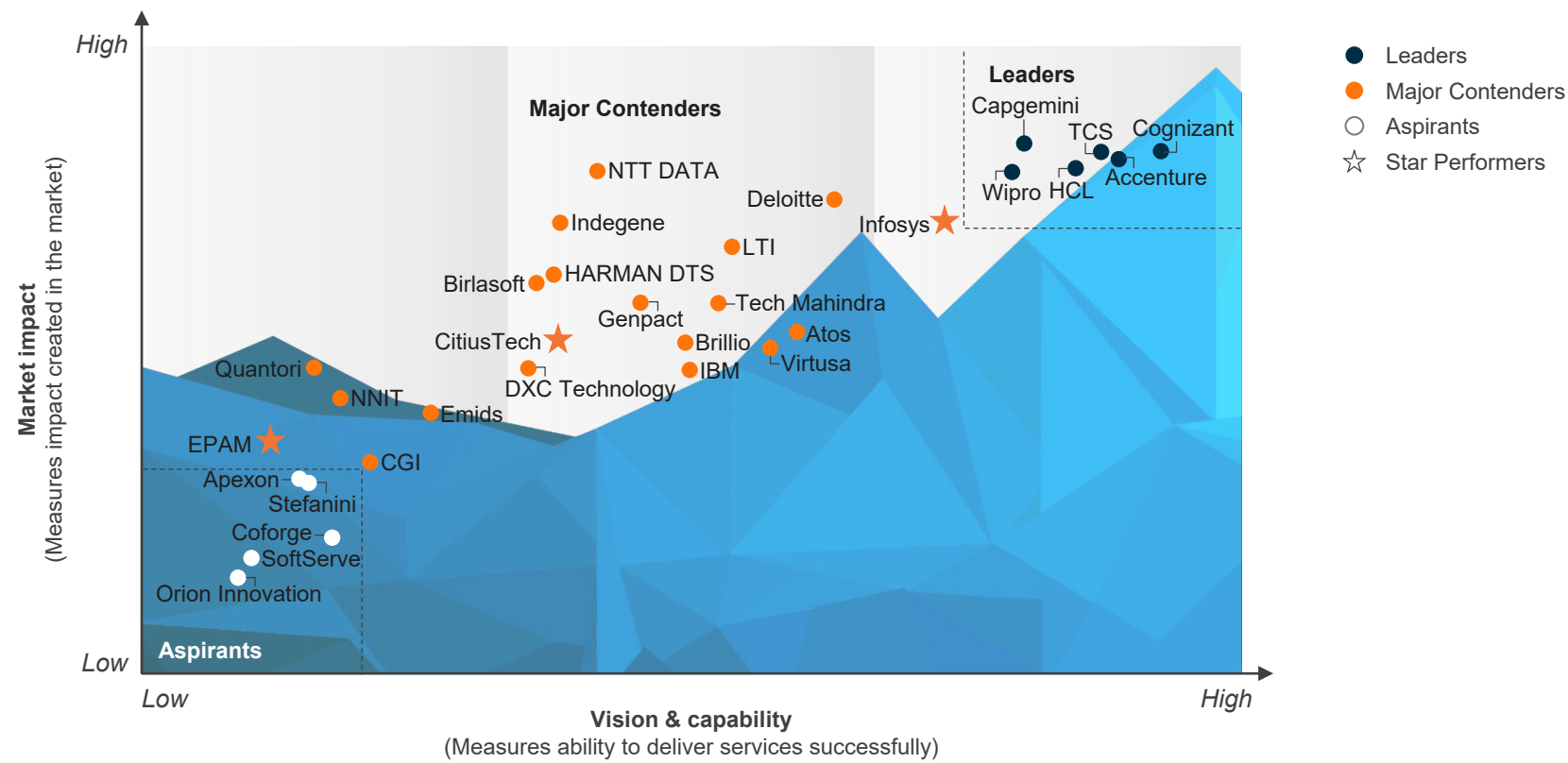
- Aspirants have a dedicated focus on capturing the relatively less competitive small and mid-sized buyer segment
- These players are making selective bets in selecting focus area(s) within the broader life sciences domain to expand their digital capabilities and capture market share
- Therefore, they are increasing their investments in CoEs and strategic partnerships to build niche expertise, but currently lack substantial proof points to gain client confidence

# Everest Group PEAK Matrix®

## Life Sciences Digital Services PEAK Matrix® Assessment 2022 | HCL Technologies positioned as Leader



Everest Group Life Sciences Digital Services PEAK Matrix® Assessment 2022<sup>1,2</sup>



1 Assessments for Atos, CGI, Deloitte, DXC Technology, EPAM, IBM, and Infostretch exclude provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with life sciences firms that are buyers of digital services

2 Infostretch merged with Apexon. New entity is known as Apexon. In this assessment we have considered capabilities relevant to pre-merger Infostretch

Source: Everest Group (2022)

# HCL Technologies | life sciences digital services profile (page 1 of 6)

## Overview

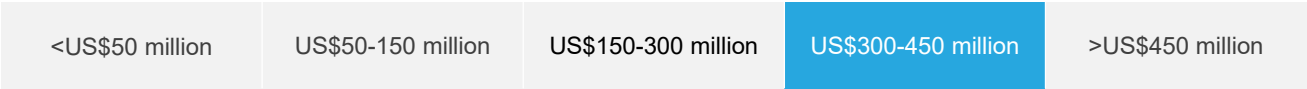
### Company mission/vision statement

HCL's life science and healthcare digital practice ensures continued focus on building business relevant, problem solving vertical digital solutions by bringing together HCL's strengths in digital technology services, software products and platforms, business services, and vertical domain expertise.

### Overview of the client base

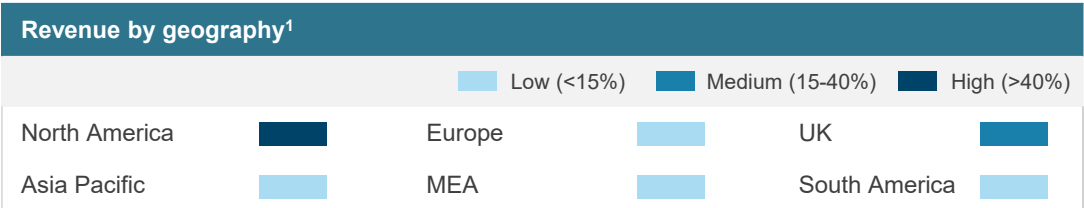
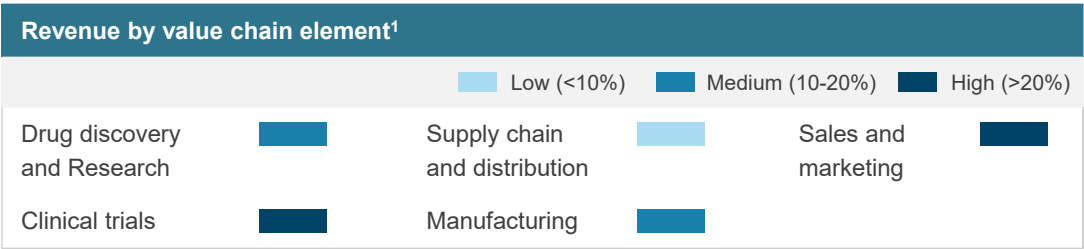
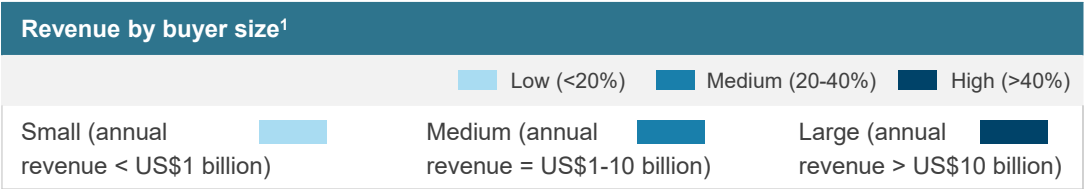
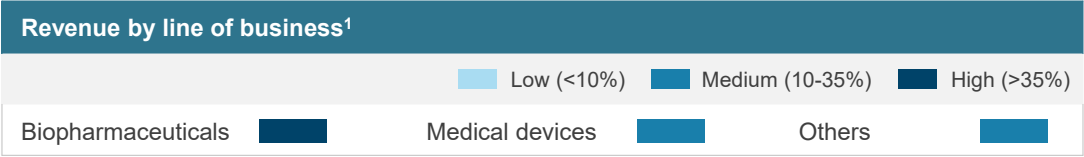
HCL has engagements across the globe, including all top 10 BioPharma, 9 of top 10 MedTech, 3 of Top 5 CROs, leading Animal Health, and other leading multinational life sciences organizations.

### Life sciences digital services revenue



### Scope of digital services

Digital products and platforms, big data and analytics, IoT, mobility, cloud, social media, AI/ML/cognitive, blockchain, cybersecurity, interactive, UX, VR/AR, and 3-D printing



<sup>1</sup> All the revenue components add up to a total of 100%

# HCL Technologies | life sciences digital services profile (page 2 of 6)

## Case studies

NOT EXHAUSTIVE

Case study 1	Problem statement Need for improved UI and visualizations for effective decision making	Case study 2	Problem statement Need for remote patient management solution to handle several million transactions to determine if patients are going through adverse cardiac events
<b>Business challenge</b> An American multinational pharmaceutical company needed improved forecasting of a key drug for the customer in high time efficiency due to the increasing demand of the drug in short periods of time. The client wanted dashboards to reflect operational changes in a matter of days and in some cases few hours, without compromising data accuracy.		<b>Business challenge</b> A US-based global top 3 medical devices company was facing challenges with existing patient monitoring and management platform performance and was unable to support future business needs due to expansion into new geographies and areas of therapy, which resulted in end user satisfaction being compromised.	
<b>Solution and impact</b> <ul style="list-style-type: none"><li>• IP/Solution were leveraged – AI enabled solutions: data science and analytics model</li><li>• Improved data science models helped mitigate supply chain and manufacturing efficiencies with better forecasts</li><li>• Automation of EDI exception sales data processing</li><li>• Impact: high success rate (95%) of improved predictability to business on drug demand and reach</li></ul>		<b>Solution and impact</b> <ul style="list-style-type: none"><li>• IP/solution leveraged – IoT and analytics</li><li>• Created a data ingestion platform and data management platform using Hortonworks data platform and Apache Knife &amp; Kafka to support million transactions per second</li><li>• Data security at all layers of the IoT stack to ensure privacy and security compliances</li><li>• The solution reduced the new product development cycle and time to market by 5-10%</li><li>• Improved patient monitoring to reduce readmission rate by 15-20% and increased medication adherence</li></ul>	

# HCL Technologies | life sciences digital services profile (page 3 of 6)

## Digital frameworks

NOT EXHAUSTIVE

Consultative frameworks (representative list)	
Framework	Details
EQulP™	Proprietary solution to achieve quality insights from data acquisition and data management through to data quality
DECoDe (Dynamic Ecosystem of Connected Devices)	Connected ecosystem solution including solution to modernize legacy lab assets and bring them onto enterprise dashboards
ValU™	Innovative digital validation and testing solution framework
Quality Event Initiation (QEI)	Comprehensive offering for digital quality management needs
Patient Assistance Platform (PAP)	Single modular system to orchestrate end-to-end process and enabling business services in enhancing patient experience

# HCL Technologies | life sciences digital services profile (page 4 of 6)

## Proprietary solutions

NOT EXHAUSTIVE

Proprietary solutions for life sciences digital services (representative list)		
Solution / accelerator name	Value chain	Details
Lab of the Future	Drug discovery and development	It focuses on building a smart lab by converting dark assets in a laboratory to smart assets, lab data backup enablement, lab software standardization, IIoT enablement by building EDGE connectivity library, and more.
Connected Assets in Regulatory Environment (CARE) Platform	Drug discovery and development	The CARE platform's inbuilt modules and interoperability provide seamless collaboration with existing hospital management services/solutions. Solutions built on CARE leverage the highest standards of security, confidentiality, and compliance to cater to the evolving regulatory needs.
Paperless Manufacturing	Manufacturing	HCL's paperless manufacturing solutions help organizations embark on the journey to have real time releases by leveraging online review by exception from the conventional practice of 10 to 40 days for review.
Enterprise Quality Insights Platform (EQuIP)	Manufacturing	EQuIP helps in bringing all product quality data from across the enterprise/CMO QMS systems into a big data lake powered by Actian Avalanche for analytics and KPI reporting such as lot acceptance rate, invalidated lot rate, and deviation cycle time, and helps in faster decision making.
Supply Chain Analytics	Supply Chain	HCL's supply chain analytics solution leverages AI/ML to address the challenges of globally distributed supply chain and industry disruptions to draw an analytics roadmap that prioritizes, sequences, and estimates next best opportunities.
REMS in a box	Sales & marketing	HCL's REMS (risk evaluation and mitigation strategy) solution is a single modular system to enable REMS program during the drug launch process. Scalable solution, compliant to HIPAA, CFR part 11 and other industry compliance requirements. Built on HCL DX platform.
Servitization	Sales & marketing	HCL's servitization solution framework helps enterprises transform their product-based model into a services-based model through a utility-driven approach. It is important because the customer considers value not in a product or device, but in the utility that it provides, which is the service that it delivers.
Smart Labelling	Clinical and preclinical trials	HCL's smart labeling solution leverages NLP technology to auto-generate patient information leaflet (PIL) from summary of product characteristics (SmPC). Ability to integrate with regulatory information management platform, the solution helps orchestrate the end-to-end business process of generating PIL regulatory documents.
Intelligent PV	Clinical and preclinical trials	An end-to-end PV platform offered as platform-as-a-service or business process-as-a-service. This platform comprises Argus, case intake and processing solution, and regulatory reporting. Integrated with medical information contact center to capture AE and product quality complaints. It enables end-to-end PV business workflow orchestration for an enterprise.



# HCL Technologies | life sciences digital services profile (page 5 of 6)

## Key events










NOT EXHAUSTIVE

Key events (representative list)		
Event name	Type of event	Details
IBM Product Suite	Acquisition	Acquired IBM product suite across three portfolios: 1. Security - Appscan and BigFix 2. Marketing - Commerce Software, Unica, and DX Software 3. Collaboration solutions – Notes/Domino and Connections
Strong Bridge Holding Inc. (2019)	Acquisition	Acquired Strong Bridge Holding Inc. to strengthen HCL's digital transformation strategy consulting, digital / agile program management and organizational change management
C3i Solutions (2018)	Acquisition	Acquired C3i solutions, which provides multi-channel customer engagement services
Action Corp. (2018)	Acquisition	Acquired Actian, which provides next gen hybrid data management and data analytics solutions
Datawave (2017)	Acquisition	Acquired Datawave, which provides an innovative data automation platform that helps the enterprise customers execute large scale, complex data migration and data integration projects in a leaner, faster, and smarter way
Power Objects (2015)	Acquisition	Acquired Power Objects, which is the single largest Microsoft implementation partner in North America and provides access to strong MS client base and opportunity to cross sell

# HCL Technologies | life sciences digital services profile (page 6 of 6)

## Everest Group assessment – Leader

Measure of capability:  Low  High

Market impact				Vision & capability				
Market Adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services	Innovation and investments	Delivery Footprint	Overall
								

### Strengths

- HCL Technologies continues to fortify life sciences expertise and technological prowess with focused investments in evolving IP (lab of future, DIAAS, manufacturing of future, and HCL DX platform) and growing innovation avenues (hubs, domain & technology CoEs, labs, and co-innovations)
- It has a very well-articulated future strategy for life sciences centered around digital offerings and cutting across all value chain areas, coupled with focused investments in talent (domain-specific hiring and training initiatives under HCL LISHA) and expanding delivery footprint & partner ecosystem
- It has further strengthened its MedTech-focused offerings with innovative solutions (such as SaMD, servitization, immersive content, and IoMT (CARE platform)) ranging from new device development to manufacturing solutions to device security services
- Clients appreciate its understanding of dynamic client needs, the ability to accommodate changes, client intimacy, and the overall technical expertise

### Limitations

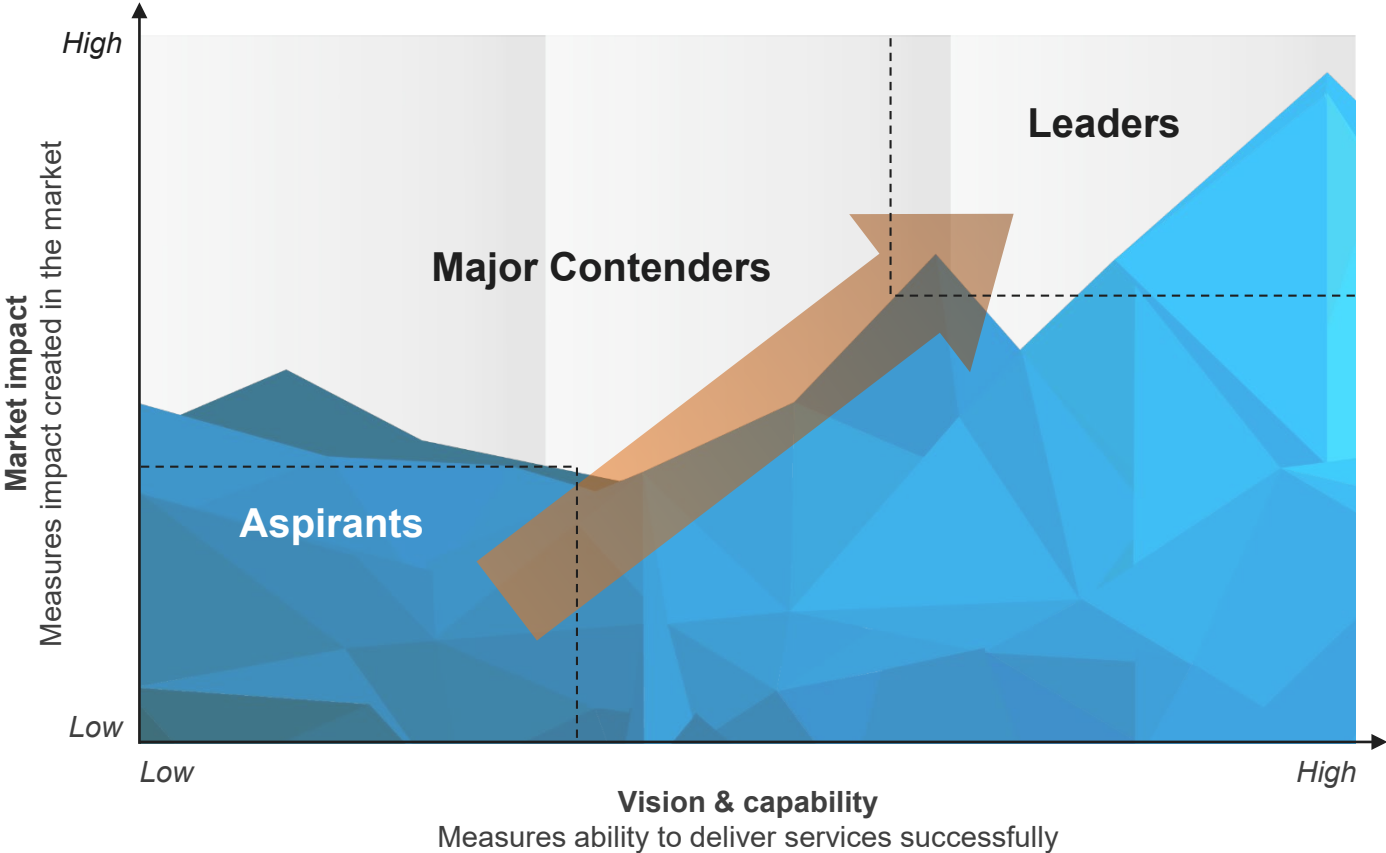
- Clients appreciate the firm's technical capabilities, but they expect it to maintain consistency in talent engaged on projects in terms of their skillsets and overall management of attrition
- While domain expertise at senior management levels is robust, clients expect similar expertise across levels in the project team; which is sometimes missing
- Although intra-project client engagement is good, clients wish for more frequent and proactive engagement with CXOs as they cite HCL as a strategic partner

# Appendix

Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision & capability



Everest Group PEAK Matrix



# Services PEAK Matrix® evaluation dimensions



Measures impact created in the market – captured through three subdimensions

Market adoption

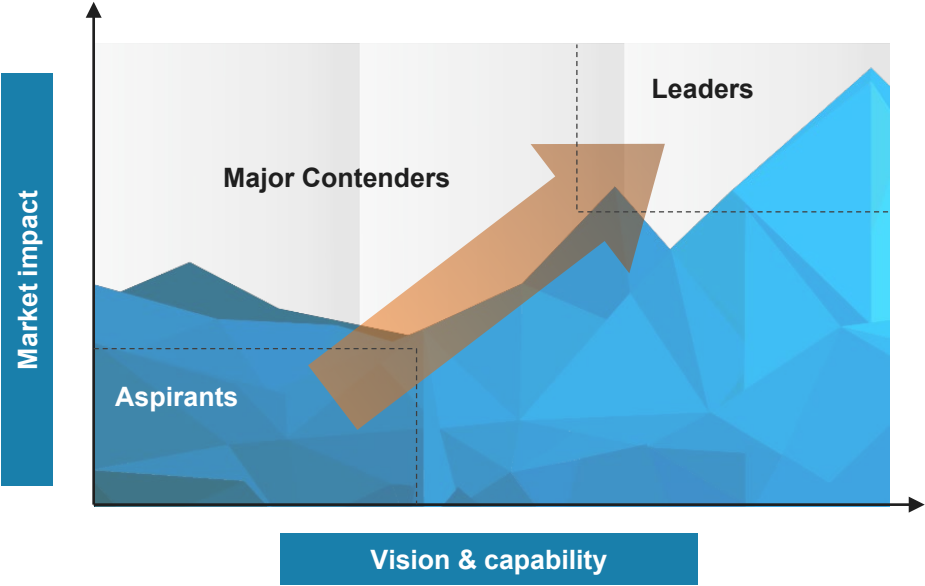
Number of clients, revenue base, YoY growth, and deal value/volume

Portfolio mix

Diversity of client/revenue base across geographies and type of engagements

Value delivered

Value delivered to the client based on customer feedback and transformational impact



Measures ability to deliver services successfully. This is captured through four subdimensions

Vision and strategy

Vision for the client and itself; future roadmap and strategy

Scope of services offered

Depth and breadth of services portfolio across service subsegments/processes

Innovation and investments

Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, M&A, etc.

Delivery footprint

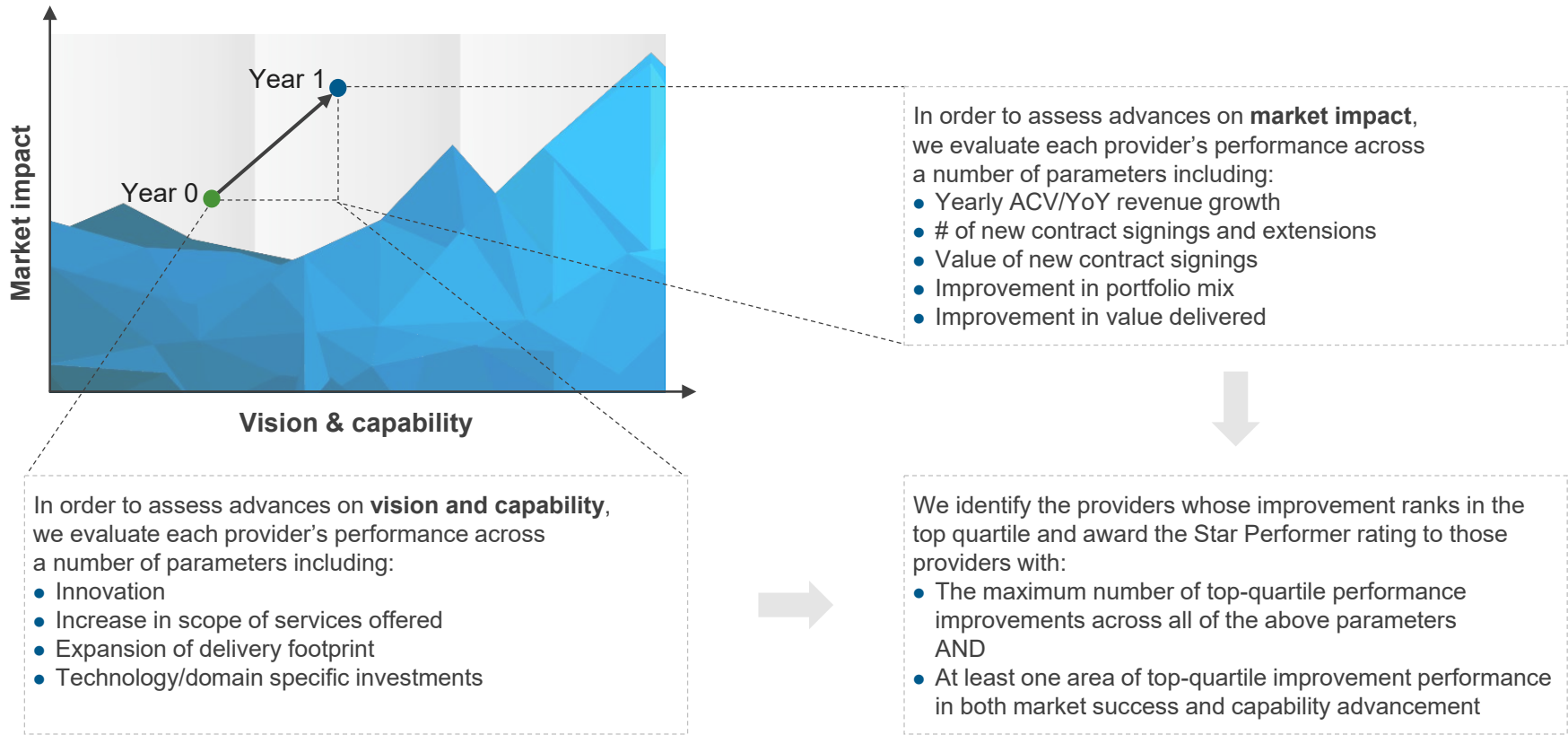
Delivery footprint and global sourcing mix



# Everest Group confers the Star Performers title on providers that demonstrate the most improvement over time on the PEAK Matrix®

## Methodology

Everest Group selects Star Performers based on the relative YoY improvement on the PEAK Matrix



The Star Performers title relates to YoY performance for a given vendor and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

# FAQs

## **Does the PEAK Matrix® assessment incorporate any subjective criteria?**

Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

## **Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?**

No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

## **What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?**

A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

## **What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?**

- Enterprise participants receive summary of key findings from the PEAK Matrix assessment
- For providers
  - The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
  - In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

## **What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?**

- Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:
  - Issue a press release declaring positioning; see our [citation policies](#)
  - Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
  - Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or [contact us](#)

## **Does the PEAK Matrix evaluation criteria change over a period of time?**

PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.





Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our research also covers the technologies that power those processes and functions and the related talent trends and strategies. Our clients include leading global companies, service and technology providers, and investors. Clients use our services to guide their journeys to maximize operational and financial performance, transform experiences, and realize high-impact business outcomes. Details and in-depth content are available at [www.everestgrp.com](http://www.everestgrp.com).

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[info@everestgrp.com](mailto:info@everestgrp.com)  
+1-214-451-3000

### Bangalore

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-80-61463500

### Delhi

[india@everestgrp.com](mailto:india@everestgrp.com)  
+91-124-496-1000

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[unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com)  
+44-207-129-1318

### Toronto

[canada@everestgrp.com](mailto:canada@everestgrp.com)  
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