Everest Group®

Clinical Development Platforms Products PEAK Matrix® Assessment 2022

July 2022

Contents

For more information on this and other research published by Everest Group, please contact us:

Nitish Mittal, Partner

Chunky Satija, Vice President

Nisarg Shah, Practice Director

Anik Dutta, Senior Analyst

Contents

01

Introduction and overview

- Research methodology
- Key information on the report
- Background of the research
- Focus of the research

Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01

Robust definitions and frameworks

Function specific pyramid, Total Value Equation (TVE), PEAK Matrix®, and market maturity

02

Primary sources of information

Annual contractual and operational RFIs, provider briefings and buyer interviews, web-based surveys

03

Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04

Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and providers

Proprietary contractual database of life sciences IT Services (ITS) contracts (updated annually)

Year-round tracking of all major life sciences IT service providers

Dedicated team for life sciences outsourcing research, spread over three continents

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, providers, technology providers, and industry associations

This report is based on two key sources of proprietary information

- Proprietary database of IT services contracts of major IT service providers and product vendors, with life science IT services in the scope of work (updated annually)
- The database tracks the following elements of each contract:
  - Buyer details including size and signing region
  - Contract details including provider, contract type, TCV & ACV, provider FTEs, start & end dates, duration, and delivery locations
  - Scope details including share of individual buyer locations being served in each contract, Line of Business (LoB) served, and pricing model employed

- Proprietary database of IT providers (updated annually)
- The database tracks the following for each provider:
  - Revenue and number of FTEs
  - Number of clients
  - FTE split by different lines of business
  - Revenue split by region
  - Location and size of delivery centers
  - Technology solutions developed

- **Provider briefings**
  - Vision and strategy
  - Annual performance and future outlook
  - Key strengths and improvement areas
  - Emerging areas of investment

- **Buyer reference interviews, ongoing buyer surveys, and interactions**
  - Drivers and challenges for adopting workplace services
  - Assessment of provider performance
  - Emerging priorities
  - Lessons learned and best practices

Product vendors assessed[1,2]

accenture, anju Life Sciences Software, ArisGlobal, Calyx, Clario, Datatrak, CliniOps, cognizant, eNNOV, flatiron, generis, IQVIA, labcorp Drug Development, Medidata, MEDnet, merative, Navitas Life Sciences, Oracle, SAP, Signant Health, TCS Tata Consultancy Services, Veeva

1 Assessments for Calyx, CliniOps, Datatrak, Generis, Ennov, Labcorp Drug Development, Merative, Navitas Life Sciences, Signant Health, and Veeva Systems excludes product vendor inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, product vendor public disclosures, and Everest Group's interactions with clinical development platform product buyers

2 Analysis for Flatiron Health is based on capabilities of Protocol First before both the companies combined, analysis for Clario is based on capabilities after the merger between Bioclinica and ERT to form Clario, analysis for Merative is based on IBM's clinical development capabilities, before Merative became a new standalone company

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any information we collect that is contract specific will only be presented back to the industry in an aggregated fashion.

Background of the research

Clinical development platforms continue to evolve with technological advancements and scientific breakthroughs. However, the recent pandemic has had a tremendous impact on how clinical trials are designed and conducted, catalyzing the adoption of digital technologies, products, data science, analytics, and automation tools, enabling remote services, and preserving the continuity of care. Nevertheless, data silos, complex clinical trial technology landscape, traditional methods of data analysis, concerns with data privacy and security, and regulatory complications hinder efforts to accelerate the trials and enhance the experience for patients, sites, and physicians.

A unified clinical development platform with improved data architecture and analytics capabilities aims to accelerate the drug development process and enrich the experience for sponsors, patients, and physicians. Interestingly, the industry has gone from questioning the existence of an end-to-end platform to creating a near-term vision for adopting such platforms. There is an increase in willingness among sponsors to shift from a traditional best-of-breed landscape to a simplified best-of-breed approach. Everest Group's Clinical Development Platforms – Products PEAK Matrix® Assessment 2022 looks at the current vendor landscape and platforms and presents in-depth analysis and insights into such platforms.

In this report, we assess the capabilities of 22 clinical development platform vendors. These vendors are mapped on the Everest Group PEAK Matrix which is a composite index of a range of distinct metrics related to a vendor's capability and market impact. We focus on:

- The landscape of vendors for clinical trial platforms and products
- Assessment of the vendors on several capability and market success-related dimension

Scope of this report

Geography
Global

Industry
Life sciences (biopharmaceuticals, medical devices, and Contract Research Organizations (CROs)

Vendor offering
Clinical development platforms

Focus of the research

In this report, Everest Group focuses on the entire spectrum of the clinical development value chain

Scope of assessment

Digital touchpoints

Investigator portal	Sponsor portal	CRA portal	Regulatory gateway	Laboratory & healthcare portal	Patient portal	Third-party data providers

Clinical development value chain

Trial design & start-up	Patient recruitment	Site activation	eConsent	Budgeting and forecasting
	Protocol design and trial planning	Site feasibility and identification		Statistical activities
Trial conduct & closeout	Electronic data capture	Randomization and trial supply management	Clinical outcomes assessment	
	Clinical data management	Patient engagement	Centralized/remote and risk-based monitoring	
	Trial master file management	Clinical trial management system		
Regulatory	Regulatory information management	Regulatory intelligence	Document management structured content authoring	Product registration
	Submission & dossier management	Publishing and redaction	HA interactions management	Label management
Quality	Quality management system	Audit and inspection management	Supplier monitoring	Learning and knowledge management
Safety	Case processing	Case management	Signal detection	Pharmacovigilance automation

Decentralized clinical trial enablers

- Remote patient monitoring
- Patient reported outcomes
- IoT/integration with wearables
- Patient engagement apps/portals
- Medication adherence and TeleVisits

Platform tenets	Modular and scalable	Unified data integration layer	Interoperable (API integration and microservices architecture)	Secure	Compliant			
Technology enablers	Cloud	Data management	IoT	Reporting & analytics	IT security	Mobility	Automation	AI
PaaS enablers	Collaboration tools	Developer tools & experience	Marketplace					

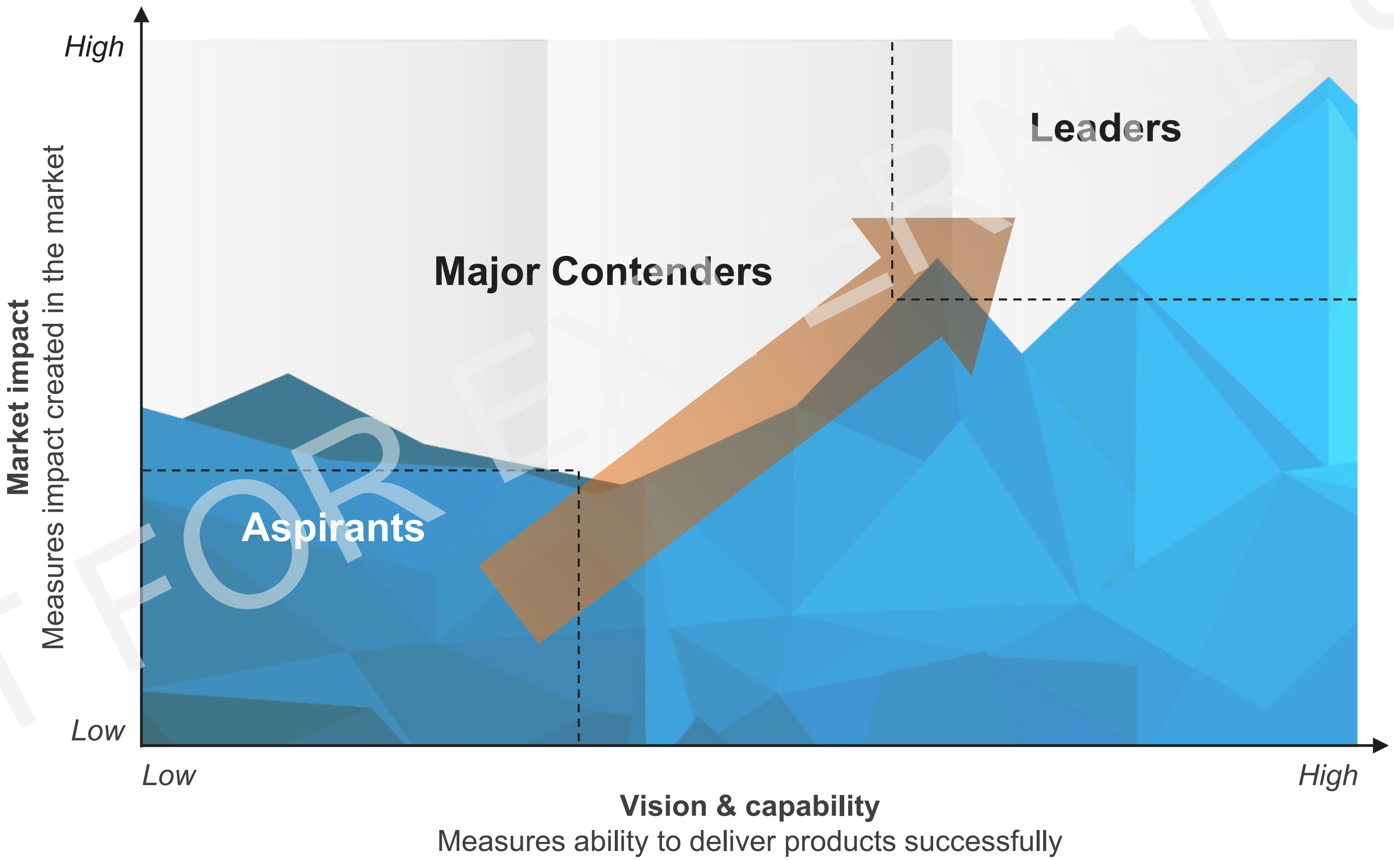
02

Clinical development platforms products PEAK Matrix® characteristics

- PEAK Matrix framework
- Everest Group PEAK Matrix for clinical development platforms
- Product vendor capability summary dashboard
- Characteristics of Leaders, Major Contenders, and Aspirants

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

Everest Group PEAK Matrix



Products PEAK Matrix® evaluation dimensions

Everest Group PEAK MATRIX®

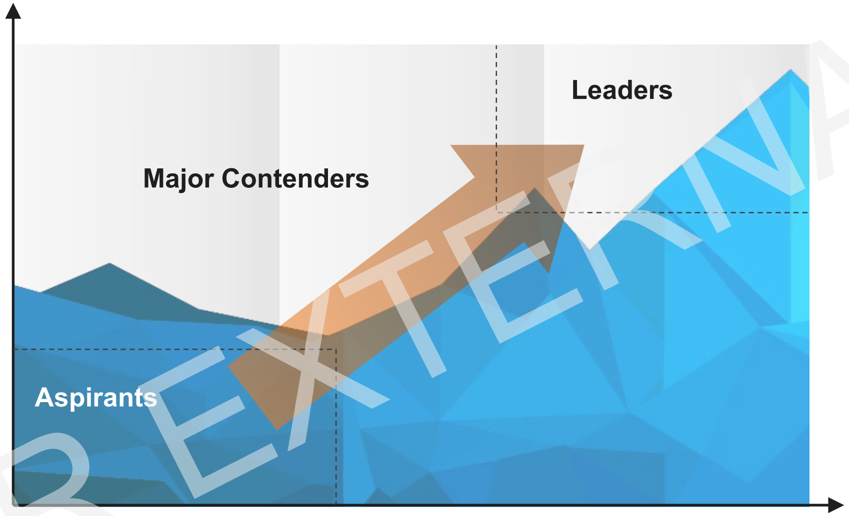
Measures impact created in the market – captured through three subdimensions

Market adoption
Number of clients, revenue base, and YoY growth

Portfolio mix
Diversity of client base across industries, geographies, environments, enterprise size class

Value delivered
Value delivered to the client based on customer feedback and other measures

Market impact



Vision & capability

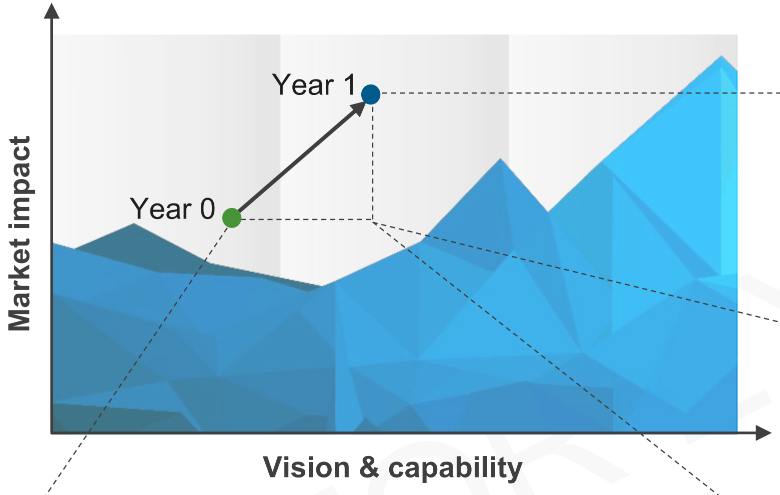
Measures ability to deliver products successfully. This is captured through five subdimensions

Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support
Vision for the client and itself; future roadmap and strategy	Technical sophistication and breadth/depth across the technology suite	Configurability/customize-ability, hosting and tenancy, integration, governance, and security and compliance	Progressiveness, effectiveness, and flexibility of engagement and commercial models	Training, consulting, maintenance, and other support services

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



In order to assess advances on **market impact**, we evaluate each vendor's performance across a number of parameters including:

- Yearly YoY revenue growth
- # of new licenses and extensions
- Value of license signings
- Improvement in portfolio mix
- Improvement in value delivered

In order to assess advances on **vision and capability**, we evaluate each vendor's performance across a number of parameters including:

- Innovation
- Increase in product scope and functionality
- Expansion of product associated consulting, training, support, and maintenance capabilities
- Technology/domain specific investments

We identify the vendors whose improvement ranks in the top quartile and award the Star Performer rating to those vendors with:

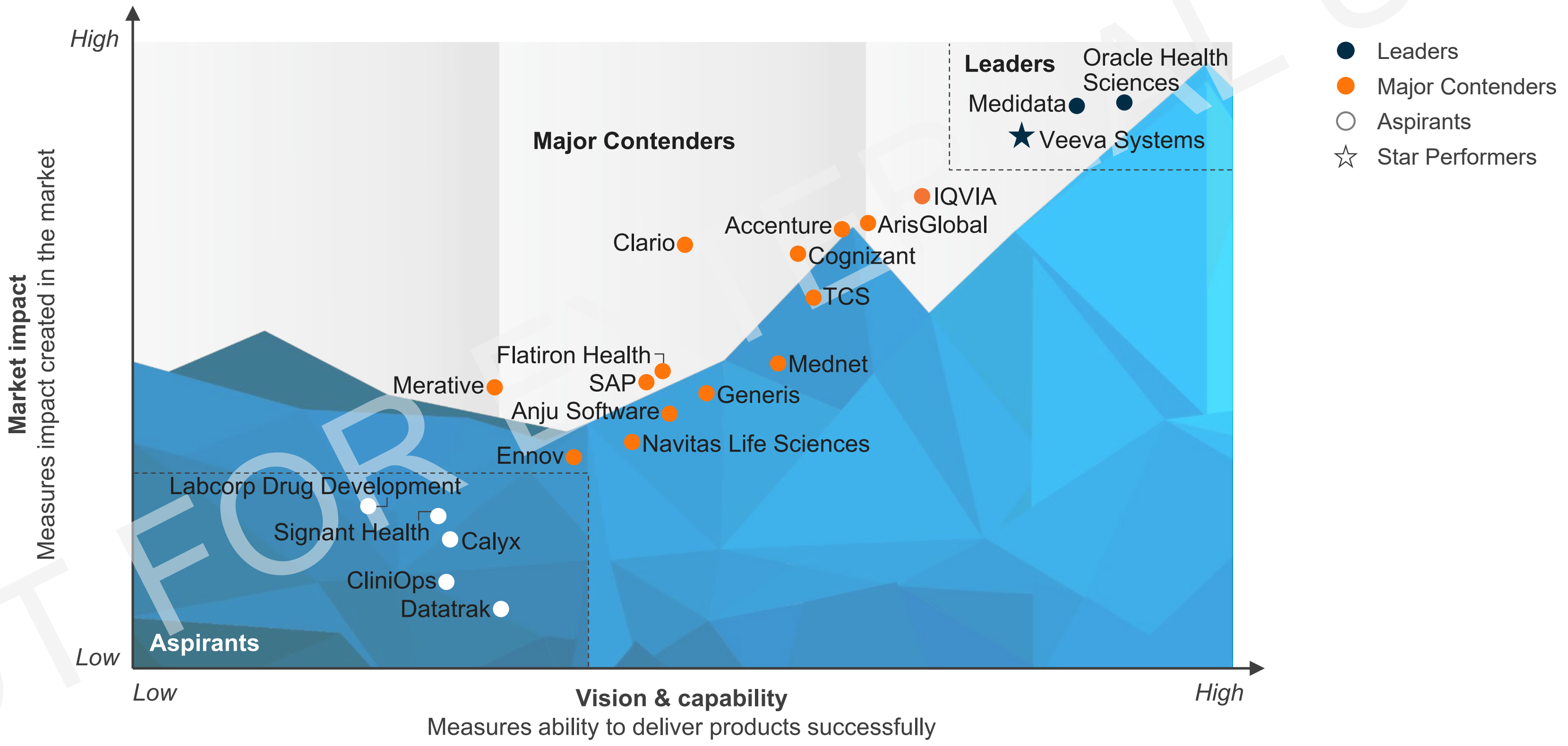
- The maximum number of top-quartile performance improvements across all of the above parameters AND
- At least one area of top-quartile improvement performance in both market success and capability advancement

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.

Everest Group PEAK Matrix®

Clinical Development Platforms Products PEAK Matrix® Assessment 2022

Everest Group Clinical Development Platforms Products PEAK Matrix® Assessment 2022[1,2]



1 Assessments for Calyx, CliniOps, Datatrak, Generis, Ennov, Labcorp Drug Development, Merative, Navitas Life Sciences, Signant Health, and Veeva Systems excludes product vendor inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, product vendor public disclosures, and Everest Group's interactions with clinical development platform product buyers

2 Analysis for Flatiron Health is based on capabilities of Protocol First before both the companies combined, analysis for Clario is based on capabilities after the merger between Bioclinica and ERT to form Clario, analysis for Merative is based on IBM's clinical development capabilities, before Merative became a new standalone company

Source: Everest Group (2022)

Clinical development platforms products PEAK Matrix® characteristics

Leaders:

Medidata, Oracle Health Sciences, and Veeva Systems

- Leaders enjoy the highest brand recall among biopharma enterprises when it comes to the idea of a unified end-to-end clinical development platform
- Majority of the sites and personnel involved in clinical trials are well-versed with the products and solutions from these players
- These players have established a wide partnership network with System Integrators (SI) and CROs, enabling them to broaden their offerings and increase enterprise mindshare
- Continued investments in the next-generation technologies, such as Artificial Intelligence (AI), Machine Learning (ML), and Natural Language Processing (NLP), allow these players to bring in intelligent automation, exploit the power of data, and accelerate the drug development process

Major Contenders:

Accenture, Anju Software, ArisGlobal, Clario, Cognizant, Ennov, Flatiron Health, Generis, IQVIA, Mednet, Merative, Navitas Life Sciences, SAP, and TCS

- Major Contenders have an integrated approach in certain areas of the value chain, offering best-in-class solutions in that segment, for example, Generis (end-to-end regulatory information management) and ArisGlobal (safety solutions)
- Some of these players are trying to increase the enterprise mindshare and enter the leaders' market through their state-of-the-art and digitally-mature offerings
- The CRO heritage of some players enables them to offer Business Process as a Service (BPaaS) solutions to their clients; however, it also raises skepticism around their abilities as technology vendors
- Some of the Major Contenders use their partner network for implementation and customization services, while a significant proportion of these players rely heavily on their internal team for these services

Aspirants:

Calyx, CliniOps, Datatrak, Labcorp Drug Development, and Signant Health

- These vendors offer point solutions in specific segments of the value chain
- These players are limited by their scale and niche offerings; hence, they partner with SIs and CROs to scale and enhance their geographic presence

Everest Group has identified one product vendor as the Star Performers 2022

Clinical development platforms Star Performer	Distinguishing features of market impact in 2022	Distinguishing features of capability advancements in 2022	Change in PEAK Matrix® positioning for clinical platforms
Veeva	• Growth in Vault Clinical Trial Management System (CTMS) adoption – Veeva Systems announced in May 2022 that more than 150 global enterprises and fast-growing companies are advancing clinical trial operations with Veeva Vault CTMS. Sponsors and CROs are using Vault to manage over 300,000 research sites and support more than 1 million patients • Announced that biotechs and top 20 pharmaceutical companies are enriching employee learning with Vault Training • Fortune Magazine ranked Veeva Systems as one of its fastest-growing companies for the fifth year	• Focus and vision toward building a unified clinical development platform • Veeva Systems has been able to disrupt the regulatory landscape and is gaining good enterprise mindshare in the quality and clinical operations segment as well • With three product releases every year, Veeva Systems is modernizing key trial operations that can accelerate studies. Some of the new features of Vault CTMS include – – Risk-based study management – Site monitoring enhancements – Study oversight features to manage protocol deviations	**Entered the Leaders category**

Source: Everest Group (2022)

Summary dashboard | market impact and vision & capability assessment of providers for clinical development platforms 2022

Leaders

Measure of capability: Low High

Vendors	Market impact				Vision & capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
Medidata	Full	7/8	7/8	7/8	Full	7/8	3/4	5/8	7/8	7/8
Oracle Health Sciences	7/8	Full	7/8	7/8	Full	Full	7/8	3/4	5/8	7/8
Veeva Systems	Full	7/8	3/4	7/8	7/8	Full	3/4	5/8	3/4	3/4

Summary dashboard | market impact and vision & capability assessment of providers for clinical development platforms 2022

Major Contenders (page 1 of 2)

Measure of capability: Low High

Vendors	Market impact				Vision & capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
Accenture	3/4	3/4	5/8	3/4	3/4	5/8	3/4	5/8	5/8	5/8
Anju Software	3/8	3/8	5/8	1/2	1/2	1/2	5/8	5/8	1/2	1/2
ArisGlobal	7/8	5/8	5/8	3/4	5/8	3/4	3/4	5/8	3/4	3/4
Clario	3/4	3/4	5/8	3/4	1/2	5/8	1/2	5/8	5/8	5/8
Cognizant	3/4	5/8	5/8	5/8	5/8	1/2	3/4	5/8	3/4	5/8
Ennov	3/8	1/2	3/8	3/8	1/2	1/2	5/8	3/8	1/2	1/2
Flatiron Health	3/8	3/8	3/4	1/2	1/2	1/2	1/2	5/8	5/8	1/2

Summary dashboard | market impact and vision & capability assessment of providers for clinical development platforms 2022

Major Contenders (page 2 of 2)

Measure of capability: Low High

Vendors	Market impact				Vision & capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
Generis	3/8	5/8	1/2	1/2	5/8	5/8	1/2	3/4	1/2	5/8
IQVIA	7/8	3/4	3/4	3/4	3/4	7/8	3/4	5/8	3/4	3/4
Mednet	3/8	1/2	3/4	1/2	5/8	5/8	5/8	5/8	5/8	5/8
Merative	1/2	5/8	3/8	1/2	3/8	3/8	1/2	1/2	1/2	1/2
Navitas Life Sciences	3/8	1/2	1/2	1/2	1/2	3/8	1/2	5/8	5/8	1/2
SAP	3/8	3/8	3/4	1/2	1/2	1/2	5/8	1/2	1/2	1/2
TCS	3/4	1/2	5/8	5/8	5/8	1/2	3/4	3/4	5/8	5/8

Summary dashboard | market impact and vision & capability assessment of providers for clinical development platforms 2022

Aspirants

Measure of capability: ◔ Low ● High

Vendors	Market impact				Vision & capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
Calyx	3/8	1/4	3/8	3/8	3/8	3/8	1/2	1/2	3/8	3/8
CliniOps	1/4	3/8	1/4	1/4	3/8	3/8	3/8	1/2	1/2	3/8
Datatrak	1/4	1/4	1/4	1/4	1/2	3/8	1/2	1/2	3/8	1/2
Labcorp Drug Development	1/2	3/8	1/4	3/8	3/8	3/8	3/8	1/2	1/4	3/8
Signant Health	1/2	1/4	3/8	3/8	3/8	1/4	1/2	1/2	1/2	3/8

03

Enterprise sourcing considerations

- Leaders
  - Medidata
  - Oracle Health Sciences
  - Veeva Systems

Medidata

Everest Group assessment – Leader

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
●	◕	◕	◕	●	◕	◕	◑	◕	◕

Strengths

- Medidata has good end-to-end capabilities, with offering solutions covering the trial design, startup, and conduct segments of the value chain
- Clients cite that Medidata has an established reputation and sites are well-versed with its products and solutions, increasing the flexibility and ease of use for its solutions
- It showcases strong analytics and reporting capabilities through Acorn AI, working with top pharma clients on AI and ML techniques to drive a range of use cases using historic clinical trial data and real-world data
- It leverages its past experiences to educate client teams on domain knowledge, study build, and trial execution processes
- It has a wide partnership network with SIs, CROs, and academia with focused investments on next-gen technologies like AI, ML, and NLP

Limitations

- Clients state that Medidata's price points are higher than the existing solutions and that the contract negotiation process is complicated and time-consuming
- Clients often face challenges when it comes to integration with existing legacy systems or other third-party platforms
- It should look to accelerate migrations from Electronic Data Capture (EDC) and customizations on the CTMS solutions, avoiding unexpected delays
- It needs to work on the user interface (UI) of its solution, making it simple, user-intuitive, and ensuring easy navigation
- Clients cite that the platform does not have sufficient standard reports and AI-based dynamic search across fields

Oracle Health Sciences

Everest Group assessment – Leader

Measure of capability: ◔ Low ● High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
◕	●	◕	◕	●	●	◕	◕	◑	◕

Strengths

- Oracle's ClinicalOne has broad coverage across the clinical trial landscape and enjoys good enterprise mindshare
- Clients appreciate Oracle for the speed of its database build and almost zero downtime for new launches and customizations, causing no unnecessary interruptions or delays
- Certain products, such as Oracle Inform, are commended for the ease of use, quick navigations, and intuitive queries. Clients mention that users were able to use the platform without any prior training or technical knowledge
- Clients have stated that Oracle leverages its experience with large biopharma companies and brings in new perspectives and shares industry best practices in its subsequent implementations
- It made focused investments around new technologies such as ML and predictive analysis tools for trial oversight, control, and monitoring

Limitations

- Clients quote that customizations are often very tedious and time-consuming, going through a full validation cycle for every single change
- Some clients have stated that Oracle may tend to overpromise and under-deliver with respect to its reporting functionalities. It lacks advanced analytics capabilities and sometimes report formats are not compliant with the regional regulations
- While clients appreciate the speed of database built, they sometime face challenges due to system outages without prior notification or communication
- Clients face difficulties in integrating one product with another, especially Oracle products with other third-party solutions

Veeva Systems

Everest Group assessment – Leader and Star Performer

Measure of capability: ◔ Low ● High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
●	◕	◕	◕	◕	●	◕	◕	◕	◕

Strengths

- Clients mention that Veeva has a wide ecosystem coverage, offering solutions with an end-to-end approach across the clinical development landscape
- Clients appreciate Veeva for its client-centric approach throughout the project duration with on-time query resolutions and proactive pitching of ideas and solutions
- It has significant enterprise mindshare in the regulatory and quality value chain segments and can leverage it in other areas as well, especially safety and Decentralized Clinical Trials (DCT)
- It has extensive SI and CRO partnerships enabling them to broaden its offerings and expand its geographic reach
- Veeva applications and solutions are user-friendly, and clients appreciate the intuitive UI and ease of customization

Limitations

- Veeva price points are higher than other existing solutions in the market
- It has limited capabilities around trial design, site feasibility and selection, patient recruitment and retention
- Clients cite that Veeva can work on improving its capabilities around predictive analytics and machine learning when it comes to areas of integrated trial quality and risk management
- Clients state that the safety solutions are not mature enough, especially to deal with trials on a global scale

03

Enterprise sourcing considerations

- Major Contenders
  - Accenture
  - Anju Software
  - ArisGlobal
  - Clario
  - Cognizant
  - Ennov
  - Flatiron Health
  - Generis
  - IQVIA
  - Mednet
  - Merative
  - Navitas Life Sciences
  - SAP
  - TCS

Accenture

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall

Strengths

- Accenture excels as a system orchestrator with modular, plug-and-play capabilities in the INTIENT platform, integrating different clinical development systems under a single roof
- Clients appreciate Accenture's project management capabilities and that project managers and the team stay with clients throughout the entire duration of the project
- Clients rate Accenture high for its support model, especially appreciate the support during the hyper-care phase
- Its INTIENT platform is rated high for its smooth and simple UI, easy navigation, and context-driven queries
- Clients appreciate the INTIENT platform for its seamless integration capabilities with existing enterprise solutions for clinical development

Limitations

- Accenture should focus on talent management having more resources with deep technical expertise and domain knowledge in clinical development
- Clients believe that most of the offerings around clinical development and operations are service-oriented rather than being product-oriented
- It is perceived as a premium-priced vendor and sometimes clients feel that the projects/solutions are overbudgeted
- It has limited capabilities around regulatory and quality value chain segments

Anju Software

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall

Strengths

- Clients cite that systems and solutions from Anju Software are simple and easy to operate without having to understand the technical nuances and testing mechanisms behind them
- Anju Software's price points are very reasonable and especially suitable for the small and medium segment of clients (annual revenue <US$1-5 billion)
- Clients appreciate Anju Software for its quick and responsive support services
- Clients are happy with the regular product releases and cite no issues with downtime and release management

Limitations

- Anju Software lacks an end-to-end vision toward developing a modular and interoperable platform for drug development
- Clients mention that the reporting system has limited functionalities and customizing reports becomes complicated
- Clients have mentioned that Anju Software might not be ready to deal with sites with a diverse patient population set
- It has limited partnerships with SIs, resulting in insufficient capabilities around cloud migrations and custom development

ArisGlobal

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall

Strengths

- LifeSphere is a proven solution in the safety domain. ArisGlobal is focusing on improving and adding capabilities to the platform in the areas of data integration, process automation, data fabrication, and analytics
- Clients appreciate the domain expertise and process knowledge along with the strong support services
- It has a flexible and modular solution with the ability to customize according to client needs across all segments (large, midsize, and small biopharma) of the market
- The Safety Advisory Board, Regulatory Advisory Board, and Industry Standard Practices bring clients on a common platform with the aim of standardizing processes, discussing challenges and best practices, and co-innovating solutions in clinical development
- It utilizes the CRO partnerships as a strategic channel to scale its products globally

Limitations

- ArisGlobal relies heavily on its internal team for deployment, migration, and implementation services. A good partnership with SIs can help it accelerate deployment and scale faster
- Clients call out long implementation cycles for regulatory and safety products
- It can look to improve the testing cycle for its products, making it more rigorous and conducting end-to-end platform testing over the siloed approach

Clario

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall

Strengths

- Clario has deep expertise in electronic Clinical Outcome Assessment (eCOA) solutions and can handle complex requirements while sharing best practices for optimal outcomes and data collection
- Clients consider contract management and the overall partnership as strengths for Clario
- Clients appreciate Clario for its simple and easy-to-use solutions that require minimal technical expertise and training
- It offers cost-competitive solutions, with solutions at a flat fee compared to the per-site fee model for other peers considered
- Clients rate Clario high for its implementation services in terms of guidance and bringing in industry best practices

Limitations

- Clario can focus more on solution designing around an end-to-end unified platform and look to partner with SIs to enhance and accelerate deployment of solutions
- It should focus on talent management to ensure uninterrupted client support and bring on board digital experts who can work to distinguish the offerings
- Clients expect Clario to improve its dashboarding and reporting capabilities with more standardized and user-intuitive reports, KPIs, and queries
- The quality and mode of delivery for training materials can improve, starting with video training materials
- Clients state that Clario discusses ideas around governance and security of the platform but sometimes falls behind in executing them

Cognizant

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall

Strengths

- Cognizant brings in its expertise from working in other industries and introduces innovation and new technologies (AI, ML, and NLP) for life sciences clients to expedite the clinical study and conduct processes
- It excels as an SI unifying point solutions in an end-to-end clinical development platform fulfilling client expectations
- Some of the solutions, such as RBM, TMF, and structured authoring, have been appreciated by clients and ranked higher than similar solutions in the market
- Its solutions are more open to integration with third-party vendor solutions in contrast to most leading platform providers in this space
- Clients rate Cognizant high for its commercial constructs as it brings in co-innovation and flexibility in its pricing models

Limitations

- Cognizant can look to capture more enterprise mindshare as an end-to-end system orchestrator by redefining its marketing strategies and showcasing more business cases and success stories
- While clients appreciate the idea behind the Shared Investigator Platform (SIP) solution, they are looking for improved user experience and out-of-the-box (easy and fast) integrations to common site systems, making it easy for sites and accelerating study startups
- It can help enterprises adopt new platforms and solutions through robust and successful change management strategies
- It has limited product capabilities beyond trial operations. It can look to build more in-house products/solutions, reducing the partnership-based engagement models

Ennov

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall

Strengths

- Ennov showcases good capabilities across the regulatory, safety, and quality areas of the value chain
- Clients have appreciated the UI/UX of its solutions in their public reviews
- It offers easy-to-deploy solutions backed by good support services
- It also serves other industries like medical devices, animal health, chemical, and food and beverage with its trial management solutions

Limitations

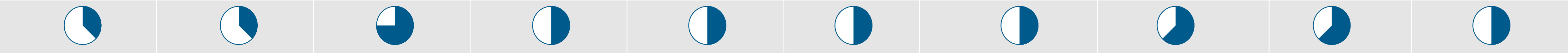
- Ennov's offering around unified platform is limited to regulated content and information management, not much focused across the entire breadth of the clinical trial value chain
- It has limited capabilities across trial startup and conduct
- Its portfolio of solutions does not support decentralized trials

Flatiron Health

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall



Strengths

- Clients appreciate the lightweight EDC platform with a short set-up time for study databases, enabling speedy platform migration and deployment
- Flatiron Health is adaptive to client requirements and brings in high-quality program managers ensuring adequate support and guidance all through the project duration
- Clients rate its products high on their security, governance, and compliance abilities
- Its price points are competitive and transparent, and clients have realized significant cost savings in the engagements

Limitations

- Clients cite that adding new features to the solution will slow down deployment, creating a situation wherein there is a trade-off between the short set-up time and the ability to customize the solution
- It has limited capabilities in trial startup and execution, and clients expect it to diversify and broaden the product portfolio
- It can consider partnerships with CROs as a good starting point to bolster efforts around training and change management services
- It can look to improve on the reporting capabilities of its platform, adding more standard reports, KPIs, and queries

Generis

Everest Group assessment – Major Contender

Measure of capability: ◔ Low ● High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
◔	◕	◑	◑	◕	◕	◑	◕	◑	◕

Strengths

- Generis excels in end-to-end Regulatory Information Management (RIM) with the CARA platform
- It is adaptive to client requirements and brings in top-notch CARA experts for designing tailor-made solutions for its clients
- CARA comes with a highly configurable UI for the administrators/power-users to deploy new changes easily and effectively
- Clients appreciate Generis for its comprehensive training program for developers

Limitations

- Generis can look to improve the integration of its solutions with new-generation technologies and platforms
- Clients mention that the user experience of the platform with respect to its look and feel and navigation can be enhanced
- It has limited capabilities in the trial startup and trial conduct value chain segments
- Clients cite that the documentation of the releases and updates can be improved

IQVIA

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall

Strengths

- IQVIA focuses on system orchestration through the Orchestrated Clinical Trials (OCT) platform. It is designed to enable each suite and product to play to its strengths and orchestrate a best-of-breed solution
- It has good capabilities covering the entire breadth of the clinical trial landscape with reputed domain and process expertise
- It has made good investments around AI, ML, NLP, and automation for clinical development
- Clients have appreciated the responsiveness of IQVIA's 4-tier support model in public reviews
- Its CRO heritage enables it to offer BPaaS solutions to its clients

Limitations

- Clients have cited difficulties in setting up workflows with the RIM and Risk-based Quality Management (RBQM) solutions
- IQVIA's CRO heritage sometimes create skepticism in enterprise minds about its abilities as a technology vendor in the clinical development space
- Clients face complications due to long implementation hours and cite challenges while navigating through the IQVIA solutions

Mednet

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
									

Strengths

- Mednet displays client-centric behavior through close relationships and active support and quick resolution of queries
- Clients appreciate the ability to set up and build the study platform easily, without much technical knowhow from their end
- Although the UI needs a little revamp, yet, clients cite that it is very intuitive, user-friendly, and easy to navigate and workaround
- Clients mention reasonable price points and flexible contracts as major factors differentiating Mednet

Limitations

- Mednet has limited capabilities around Direct-to-Patient (DTP) solutions and conducting decentralized trials
- It has limited focus outside the clinical trial conduct and closeout value chain segment
- Clients often face difficulties in data port and exchange between Mednet systems and other clinical development systems
- It can look to enhance its Patient-reported Outcome (PRO) capabilities, ensuring data integrity at endpoints and catering to the demands of complex eCOA requirements

Merative
Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall

Strengths

- Merative enjoys good enterprise mindshare in the next-generation technology and cognitive space, allowing it to cross-leverage the expertise for the clinical trial value chain
- It provides good technical expertise and support services in terms of cloud migration and BPaaS services
- It offers a modular approach in its clinical development software, enabling clients to select (and pay for) only the modules that they want
- Clients mention that the EDC offering is user-friendly, offers lots of flexibility, and is easy for the sites and CRAs in public reviews

Limitations

- Merative has a limited focus on developing an end-to-end platform for clinical development
- Clients cite domain expertise as an area of improvement for Merative
- It has limited capabilities around regulatory, quality, and safety affairs, as well as for conducting virtual trials
- Clients mention their skepticism around using Merative for large clinical studies

Navitas Life Sciences

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall

Strengths

- Navitas Life Sciences has good clinical domain expertise and follows a consulting-led model for deal solutioning and enterprise engagements
- It focuses on the next-generation technologies with the OneClinical platform – an AI- and ML-based platform offering near real-time data visibility and analytics in an outcome-based engagement model
- It has a wide partnership ecosystem for implementation and support service for its solutions

Limitations

- Navitas Life Sciences is heavily focused on consulting and services as compared to products and platforms for clinical development
- It has limited focus on developing an end-to-end modular and interoperable clinical development platform suite

SAP

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
									

Strengths

- SAP has a vision toward a standardized and interoperable platform for clinical supply networks and large pharma enterprises are moving in that direction, adopting the ICSM solution
- It has deep expertise in the supply network and it cross leverages its experience from other industries into clinical development
- It enables service providers to innovate and develop capabilities on top of its platforms and solutions
- Clients appreciate SAP for its robust and sound technical architecture
- It adopts a flexible approach to client management and quick resolutions of support issues

Limitations

- Clients mention that SAP lacks life sciences domain expertise but also appreciate the fact that it is putting efforts into building that expertise; both internally as well as via partners
- Its price points have been deemed to be higher than similar solutions
- Clients cite difficulty in scaling and adding customizations to the solution

TCS

Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall

Strengths

- TCS ADD platform is an adaptable and easy-to-deploy solution. Clients enjoy the flexibility to opt for the entire solution spectrum or pick modules and add more in the future
- Clients appreciate TCS for its solution designing, especially its expertise in data integration and management
- TCS ADD is adaptive to client requirements and brings in high-quality technical experts for designing and implementing tailor-made solutions
- Clients rank TCS high for its competitive and innovative pricing models, resulting in cost savings and benefits
- It is appreciated for its client relationship management and project management abilities

Limitations

- TCS can look to increase its domain expertise in clinical operations so that clients can consider TCS as their strategic partners along with being the implementation partners
- Clients cite difficulties in integrating (lacking APIs) solutions provided by TCS with their existing clinical development solutions
- TCS ADD can look to update its technology stack and stay up to date with the latest innovations to match client expectations
- Clients mention that the testing and delivery of solutions can become more robust and error-free

03

Enterprise sourcing considerations

- Aspirants
  - Calyx
  - CliniOps
  - Datatrak
  - Labcorp Drug Development
  - Signant Health

Calyx

Everest Group assessment – Aspirant

Measure of capability: ◔ Low ● High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
◔	◔	◔	◔	◔	◔	◑	◑	◔	◔

Strengths

- Calyx brings in good capabilities around trial conduct with its Interactive Response Technology (IRT), EDC, and CTMS solutions
- It utilizes the CRO partnerships as a strategic channel to scale its products and expand its geographic presence

Limitations

- Calyx has limited capability around regulatory, quality, and safety value chain segments
- It can look to refine its marketing strategies, highlighting success stories covering all its solutions to gain enterprise mindshare in the clinical development landscape
- It lacks the end-to-end vision platform vision and markets its products individually

CliniOps

Everest Group assessment – Aspirant

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall

Strengths

- CliniOps has good focus on clinical development solutions such as eSource, CTMS, Clinical Data Management (CDM), and patient engagement solutions
- It offers capabilities for decentralized trials (eConsent, eCOA/ePRO, and remote monitoring) while engaging in partnerships, such as with Stefanini to support BPaaS solutions for DCTs
- It has a wide partnership ecosystem involving hyperscalers (Microsoft and AWS), AI-based healthcare start-ups, and academic institutes focused on R&D and implementation of clinical development solutions

Limitations

- CliniOps is perceived to be a DCT vendor rather than a CDP vendor owing to its positioning and marketing strategies, losing enterprise mindshare in the clinical development space
- It lacks an end-to-end vision for designing a flexible, modular, and interoperable platform for clinical development
- It has limited offerings in the regulatory and safety affairs space

Datatrak
Everest Group assessment – Aspirant

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall

Strengths

- Datatrak has good capabilities covering the trial conduct area of the value chain
- Clients appreciate its support services and training program in public reviews
- Its price points are competitive and results in cost savings
- It has partnerships with CROs and data management organizations in China and Japan. They are enabling Datatrak to expand its geographic presence

Limitations

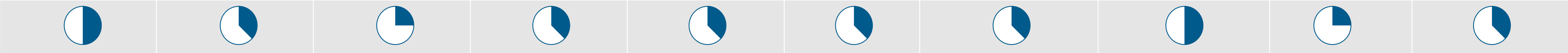
- Datatrak can look to partner with service providers for enhancing its implementation capabilities and change management services
- It has limited capabilities in the regulatory, safety, and quality value chain areas

Labcorp Drug Development

Everest Group assessment – Aspirant

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall



Strengths

- Labcorp Drug Development leverages its CRO heritage to gain high enterprise mindshare in the clinical development landscape
- It has good capabilities around EDC, integrating external data sources, and real-world data for submission and receiving data from remote devices and platforms as part of clinical trials
- Clients appreciate the Xcellerate Risk and Issue Management solution, capable of creating a single system of record to create, view, and manage risks, actions, protocol deviations, issues, and decisions

Limitations

- Labcorp Drug Development is heavily focused on services rather than on platform capabilities for drug development
- Its CRO heritage eclipses capabilities as a solution provider or platform vendor
- Clients face challenges with the scattered tech stack, old technologies, and multiple integrations to be performed with other platforms and existing solutions

Signant Health

Everest Group assessment – Aspirant

Measure of capability: Low High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall

Strengths

- Signant Health has good capabilities around trial conduct value chain with eCOA, RTSM, telemedicine, and virtual monitoring solutions
- Clients appreciate the technical support team for their quick query resolutions
- It has good patient-centric capabilities for recruitment and engagement

Limitations

- Signant Health loses enterprise mindshare due to its positioning as an evidence generation company, rather than a platform player in the drug development landscape
- It does not serve the pharmacovigilance and quality value chain areas

04

Appendix

- Glossary

Glossary of key terms used in this report

Aspirants	Aspirants are the third set of platform/service providers rated by Everest Group, according to Everest Group's proprietary scoring methodology. They have moderate experience and delivery capability
CDM	Clinical Data Management is a software system to ensure collection, integration, and availability of clinical research data
CROs	Contract Research Organization provides research services support to pharmaceutical, biotechnology, and medical devices enterprises on a contract basis
CTMS	A Clinical Trial Management System is a software system to manage clinical trials. The system manages and maintains planning, performing, and reporting functions
EDC	An Electronic Data Capture is a software system that stores patient data collected in clinical trials
ePRO	Electronic Patient Reported Outcome is a patient-reported clinical trial outcome collected by electronic methods
IP	Intellectual Property includes intangible creations of the human intellect, and primarily encompasses copyrights, patents, and trademarks
ITS	Information Technology Services is the transfer of ownership of some, or all information technology processes or functions to a service provider. This could include core, administrative, delivery, or management-related processes or functions
Leaders	Leaders are the highest rated platform/service providers, according to Everest Group's proprietary scoring methodology, with top quartile performance across market success and capability
LS	Life Sciences – Everest Group defines the life sciences industry to include organizations in the fields of pharmaceuticals, biotechnology, and medical devices
Major Contenders	Major Contenders are the second-highest rated platform/service providers, according to Everest Group's proprietary scoring methodology, with second or third quartile performance across market success and capability
PV	Pharmacovigilance is a science relating to the collection, detection, assessment, monitoring, and prevention of adverse effects with pharmaceutical products
RBM	Risk-based Monitoring is the process of ensuring the quality of clinical trials by identifying, assessing, monitoring, and mitigating the risks that could affect the quality or safety of a drug
RTSM	Randomization and Trial Supply Management is a software system that randomizes trial subjects (to minimize biases) and manages drug supplies for all trials

Everest Group®
With you on the journey

Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at **www.everestgrp.com**.

Stay connected

Website
everestgrp.com

Social Media
@EverestGroup
@Everest Group
@Everest Group
@Everest Group

Blog
everestgrp.com/blog

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
+1-647-557-3475