



Everest Group PEAK Matrix[®] for Connected Medical Device Service Provider 2022

Focus on Capgemini
September 2022



Focus of the research

With the increasing adoption of remote monitoring technologies, wearables, and smart implants post-pandemic, medical device enterprises and manufacturers are experiencing a major shift in the industry toward building a connected care ecosystem that seamlessly integrates people, technology, and data across the care continuum. Enterprises are looking to augment their current device portfolio with digital technologies to truly support the patient journey across care settings. To support enterprises on their connected care journey, service providers are ramping up both their engineering and digital capabilities through industry-specific partnerships, IP, and innovation centers to truly benefit stakeholders across both the healthcare and MedTech ecosystem

In this research, we present an assessment of 19 medical device service providers featured on the [Connected Medical Device Services PEAK Matrix® Assessment 2022](#). The assessment is based on Everest Group's annual RFI process for calendar year 2022, interactions with leading connected medical device service providers, client reference checks, and an ongoing analysis of the connected medical device services market.

The full report includes the profiles of the following 19 leading medical devices service providers featured on the connected medical device services PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, LTTS, HCL Technologies, and TCS
- **Major Contenders:** Atos, Cyient, Deloitte, HARMAN DTS, Mindtree, Mphasis, Tata Elxsi, Tech Mahindra, Virtusa, and Wipro
- **Aspirants:** Birlasoft, eInfochips, and Innominds

Scope of this report



Geography
Global



Providers
Medical devices service providers



Services
Connected medical device services

Connected medical device services PEAK Matrix® characteristics

Leaders:

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

- Leaders have a balanced portfolio of connected medical device service offerings covering all areas – product development and design, connectivity enablement, platform development, analytics and data management, data integrity and security complimented by the right investments in CoEs, and acquisitions and proprietary tools/frameworks
- They have captured the essence of recent connected medical device services market trends quite well by identifying key focus areas, such as cybersecurity, digital surgery, SaMD, to initiate and build on their service offerings toward these market trends
- Leaders have clearly articulated their future investment priorities to bridge gaps within their service portfolio through inhouse IP/strategic partnerships and keep up with the evolving dynamics of the industry
- They are showcasing commercial flexibility and are also engaging in innovative commercial constructs, such as the risk-sharing and outcome-based models, to further nurture their client engagements

Major Contenders:

Atos, Cyient, Deloitte, HARMAN DTS, Mindtree, Mphasis, Tata Elxsi, Tech Mahindra, Virtusa, and Wipro

- Major Contenders are a varied mix of large- and mid-sized firms. While some of them have capabilities across all connected medical device services, most are focused on specializing in specific areas, especially product design and development
- They cater to the needs of small and mid-tier clients and exhibit flexibility and proactiveness while addressing client issues and on-demand scalability of resources
- Some Major Contenders are focused on building industry-specific IP, while others are looking to leverage cross-industry IP and partnerships to address the connected medical devices market

Aspirants:

Birlasoft, eInfochips, and Innominds

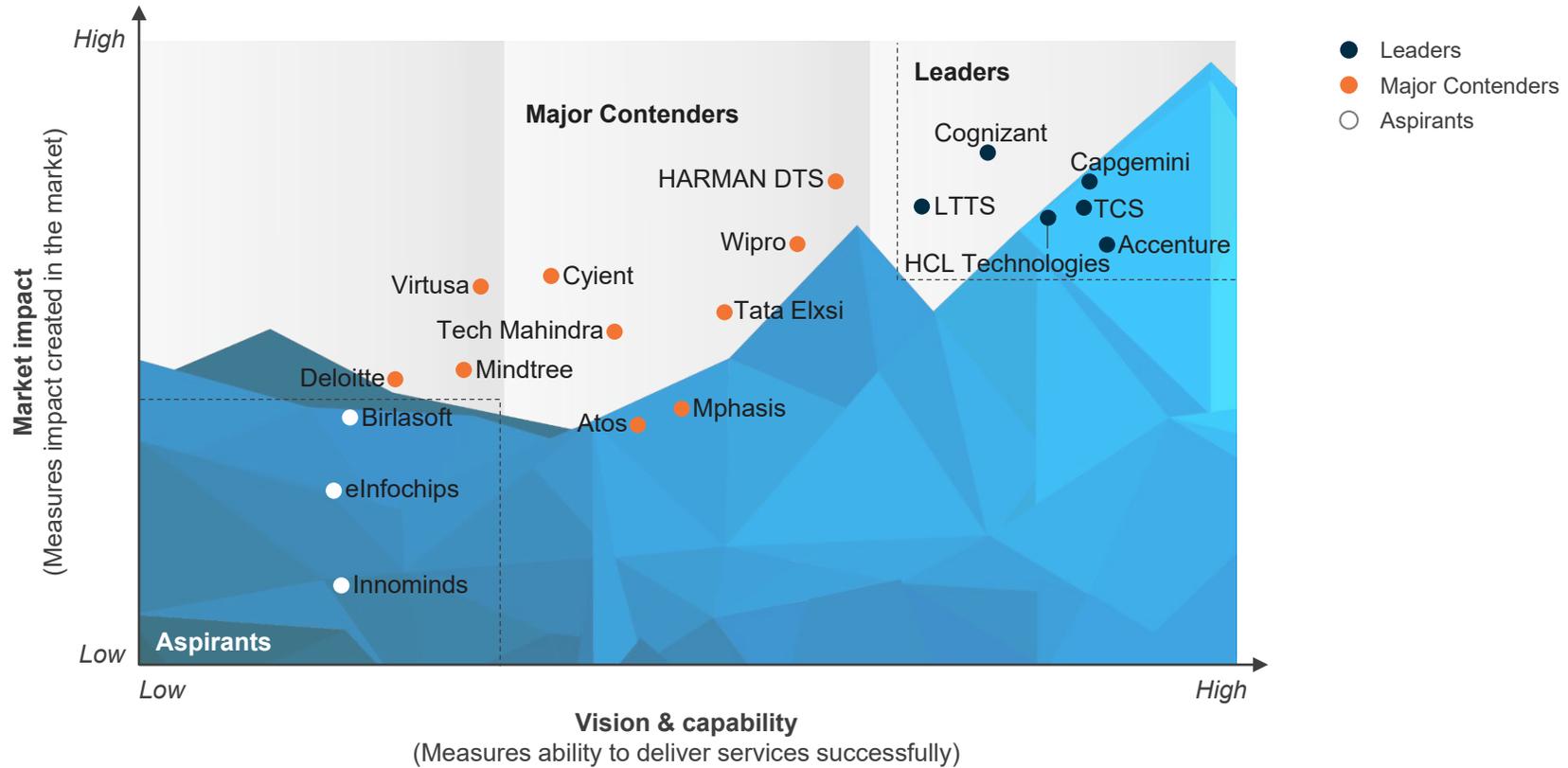
- Aspirants are not providing the complete suite of connected medical device services with many players missing out on either the engineering or the digital services aspect along with lack of emerging medical device theme-oriented offerings
- Limited focus on building platform-driven offerings that address the needs of connected healthcare ecosystem and its wide variety of stakeholders

Everest Group PEAK Matrix®

Connected Medical Device Services PEAK Matrix® Assessment 2022 | Capgemini positioned as Leader



Everest Group Connected Medical Device Services PEAK Matrix® Assessment 2022¹



¹ Assessments for Atos, Birlasoft, and Deloitte excludes of provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with insurance buyers
Source: Everest Group (2022)

Capgemini | connected medical device services profile (page 1 of 5)

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 offered	Innovation and investments	Delivery footprint	Overall
								

Strengths

- Strong end-to-end medical device product development and design services from ideation to prototyping to development (accelerated by the Altran acquisition, multiple CoEs – World Class Center for Innovation & Design of medical devices) complemented with a good understanding of quality systems, regulatory, and compliance requirements is well appreciated by its clients
- Seamless project execution with its global talent pool; onboards the right quality of talent, especially in product engineering
- Demonstrates strong client management while working closely with clients in a flexible and adaptable manner
- Not only is Capgemini price competitive, but also offers flexible and innovative business models for collaboration

Limitations

- Take a consultative approach with clients by proactively educating them on the latest market trends and emerging technologies and charting out an actionable roadmap based on client priorities
- Bring forward new and innovative ideas to nurture existing client engagements
- Optimize talent management by building an accessible resource pool that clients can tap into as and when required

Capgemini | connected medical device services profile (page 2 of 5)

Overview

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Company mission/vision statement

Capgemini’s vision is to engineer the future of life sciences, empowering the next generation of healthcare. Capgemini supports its clients in medical devices, pharma, biotech, and digital health sectors by driving innovation, better time-to-market, a right-first-time approach, efficacy, and better regulatory compliance in three strategic domains: smart products & systems development, intelligent operations, and agile compliance. It fosters synergies between the digital and the engineering world combining deep life sciences domain experience with advanced & cross-industry technologies expertise, to deliver scalable & tailored data-driven solutions.

Overview of the client base

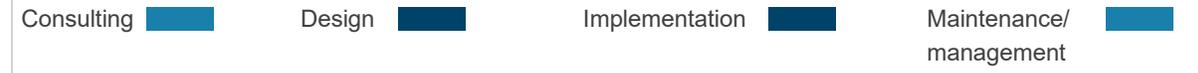
The client base consists of medical imaging majors and leading medical device manufacturers specializing in areas such as diabetes care, orthopedics, cardiac, electrophysiology, endoscopy, and urology products. It has clients across North America, Europe, and Asia Pacific with the majority of its business coming from the North American region. Its client base includes the likes of players such as Siemens Healthineers, Abbott, Cochlear, Stago, Stryker, Echopen, Boston Scientific, Terumo, Zeiss, and GE Healthcare,

Connected medical device services revenue¹



Low (<10%) Medium (10-20%) High (>20%)

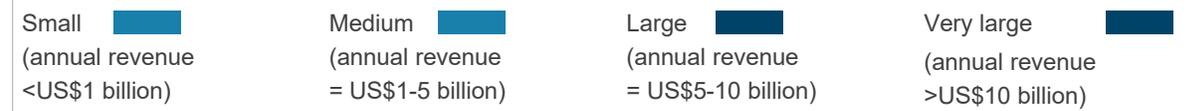
Connected medical device services revenue split by function



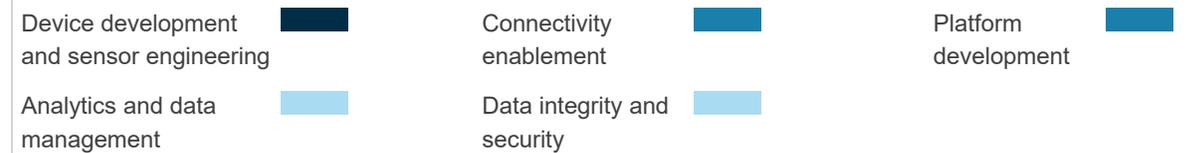
Connected medical device services revenue split by geography



Connected medical device services revenue split by buyer size



Connected medical device services revenue split by theme



¹ Revenue range is based on Everest Group estimate
Source: Everest Group (2022)

Capgemini | connected medical device services profile (page 3 of 6)

Case studies

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Case study 1	Development of an SaMD solution to treat Amblyopia
<p>Business challenge</p> <p>The challenge was to provide end-to-end support to develop a Software as Medical Device (SaMD) solution to digitally treat Amblyopia. Capgemini had to design a process to introduce a gamification app that consists of computer programs that stimulate neural changes and improve contrast sensitivity.</p> <p>Solution and impact</p> <p>Capgemini provided a comprehensive solution to develop a Class II SaMD application. The application reimagines treatment for amblyopia, which is a leading cause of vision loss in children and young adults, by leveraging gamification-based novel digital therapy. The solution is non-invasive in nature and trains eyes to work together using a proprietary algorithm.</p>	

Case study 2	Redesigning a programmer for implantable devices
<p>Business challenge</p> <p>The challenge was to redesign a programmer for an implantable device and move the current programming application to a mobile application.</p> <p>Solution and impact</p> <p>The Capgemini team acts as an extended arm of the client’s development team. The client’s custom programmer device was replaced with a mobile application-based programmer, which resulted in cost savings. The application is the first in the market to enable remote therapy programming by leveraging a telehealth framework in addition to e-consultation capabilities. The team proactively keeps a watch on the requirements of the mobile OS platforms and performs a proactive impact analysis & evaluation of mobile operating system software upgrades and security patches, resulting in faster resolutions for application updates.</p>	

Consultative frameworks (representative list)	
Framework	Details
Digital therapeutics Framework	Designed software building blocks that lower the risk to realize digital therapies, reduce the cost to deliver an SaMD, and leverage cross-industry experience to improve patient outcomes. Developed a modular SaMD framework including a set of functions that are ready to be used as MVP with minimum set up & configuration efforts
Clinikali	Developed a connected platform that collects and analyzes remote medical data from patients in clinical studies. Enables the optimization and standardization of data capture flow from experimental and regulated clinical trials, chronotherapy, treatment adherence, behavior therapy, and commercial operations
SAMII: intelligent and interactive system for medico-social monitoring	Technology and AI system concept based on human-friendly robots collecting physiological and symptoms data. This system provides reinsurance: detects and manages stressful situations, personalization and contextualization of patient relationships and monitoring
Medica: free-hand Interaction on Cleanroom Using Touchless Technology	To give the impression that the 3D model that is manipulated is a real 3D object, and that a 3D screen based on Fresnel lens filter and multi-view (eight views) graphic engine is used

Capgemini | connected medical device services profile (page 4 of 5)

Offerings

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Custom solutions (representative list)

Accelerator name	Details
Smart products & systems development	Solutions that aid in end-to-end product development and life cycle management of smart medical devices, SaMD, and digital platforms. It also includes virtual engineering and managed services (product and system testing)
Intelligent manufacturing & operations	Tailored solutions leveraging advanced digital and automation technologies to achieve quantified performance improvements for biopharma and MedTech manufacturing and supply chains
Agile compliance	Solutions focusing on regulatory & quality compliance and services such as consulting, managed services for compliance transformation, technical publications, and product documentation

Proprietary tools/accelerators developed to aid service delivery (representative list)

Solution	Details
VENA	Supports a set of standards that have been selected by the Continua Health Alliance to guarantee compatibility between personal health devices. Apart from providing Bluetooth and USB connectivity, the single chip Vena platform can be used as the core of a complete device providing user interface and sensor processing, or as an addition to an existing device
iDiagnose	The framework can be leveraged by medical domain experts to build CAD systems and by clinicians for analyzing data from multiple modalities and predict multiple disease conditions to achieve the need for improved clinical outcomes at reduced costs
iHEAL	Enables the shift from reactive product support to a smarter and more effective, predictive, and preventive management of products in the field. It maximizes product uptime by reaching beyond proactive monitoring and automatically identifying and preventing issues at the point of failure
SaMD platform	Ready modular framework to rapidly design, customize, and deploy scalable & robust SaMD platforms for optimal performance, compliance, and flexibility for future needs. The solution enables end-to-end life cycle management and consists of ready components such as a device integration layer for IoT medical and wellness devices connectivity, front-end application components including patient & provider facing apps, and a cloud-based backend for data management & processing
Intelligent Operations Platform	Capgemini's Intelligent Operations Platform (IOP) is an extensible, scalable, and future-ready smart factory platform for Industry 4.0 – enabling the integration of IT and OT systems

Capgemini | connected medical device services profile (page 5 of 5)

Recent developments/investments

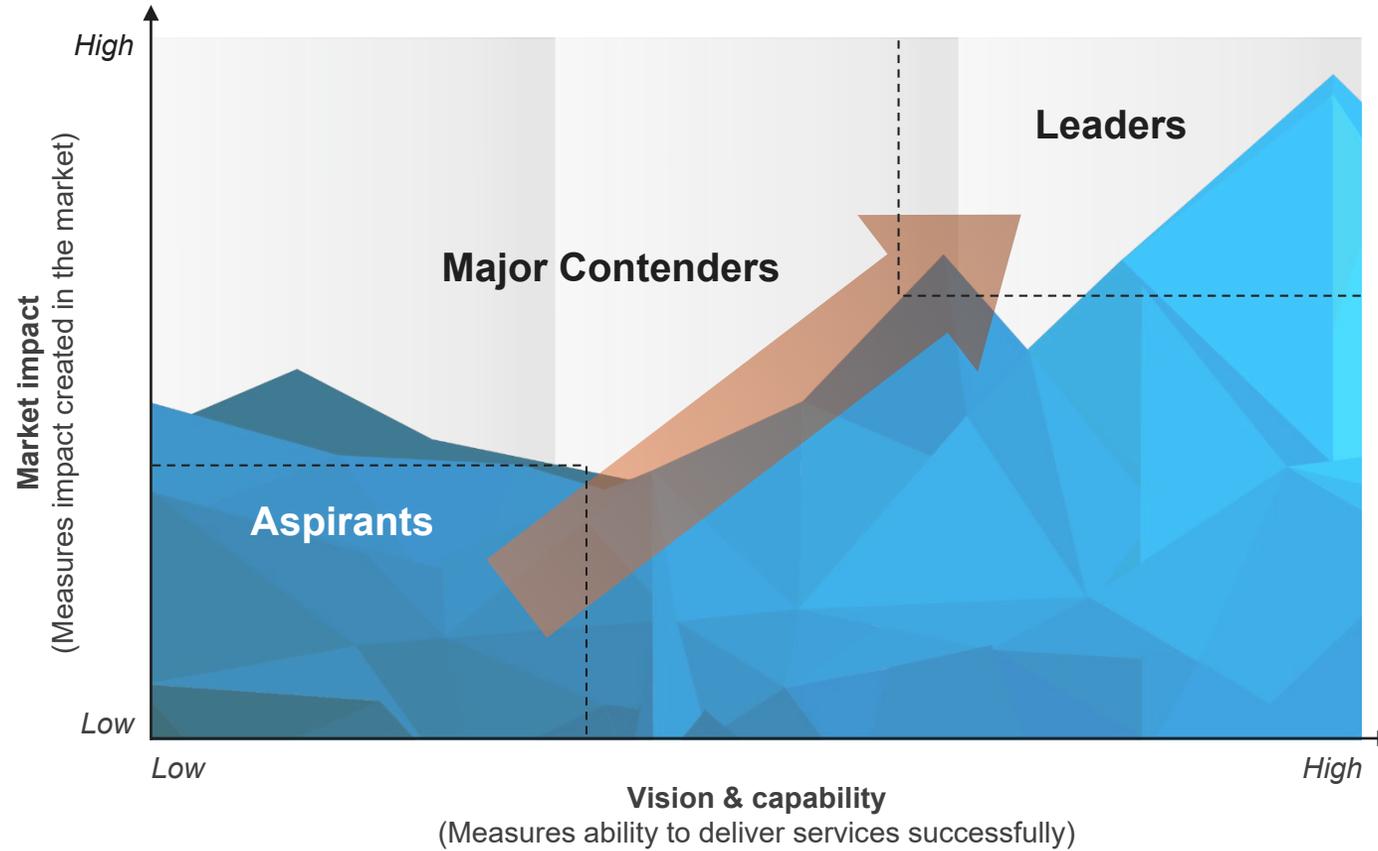
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Key events (representative list)		
Event name	Type of event	Details
Idean (2017)	Acquisition	Focuses primarily on digital User Experience (UX), Customer Experience (CX), and digital strategy, and engages with clients in three main areas: envisioning strategic opportunities, designing and building digital experiences, and changing cultures by developing competencies in new ways of working and design thinking
Leidos Cyber (2019)	Acquisition	Acquired Leidos Cyber, which is a commercial enterprise security leader with proven critical infrastructure capabilities. It provides a holistic platform to its enterprise clients that serves their entire security architecture demand, including integrated offerings for security combined with managed security services
RXP (2020)	Acquisition	Acquired RXP, which is a provider of large-scale, end-to-end digital data and cloud solutions. The group's ambition is to grow strongly in the Asia Pacific region
Altran (2021)	Acquisition	Acquired Altran, which is a leader in embedded software Engineering, Research and Development (ER&D) around operational technology (OT). It is a recognized worldwide leader in designing, engineering, and building embedded software for companies across a range of industries
Frog, Cambridge Consultants, Tessella (2021)	Acquisition	The additions augment three main capabilities within Capgemini Invent: customer first, intelligent industry, and enterprise transformation, each fuelled by Capgemini Invent's sector and data expertise, to develop a new generation of products, services, and experiences for sustainable business growth

Appendix

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

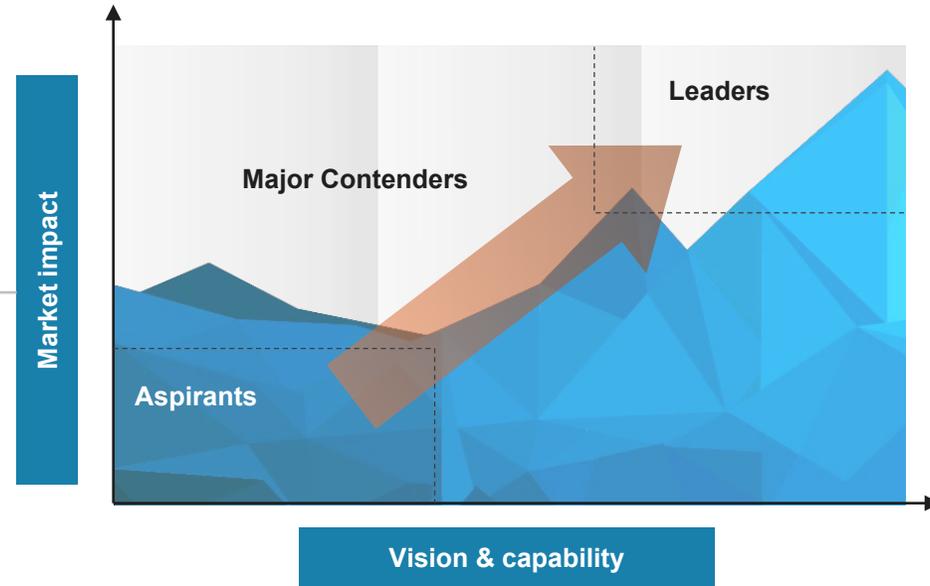
Everest Group PEAK Matrix



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, and alliances, M&A
- Delivery footprint**
Delivery footprint and global sourcing mix

FAQs

Does the PEAK Matrix® assessment incorporate any subjective criteria?

Everest Group's PEAK Matrix assessment adopts an unbiased and fact-based approach (leveraging provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information). In addition, these results are validated / fine-tuned 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 PEAK Matrix assessment are relevant to buyers and providers besides the “PEAK Matrix position”?

A PEAK Matrix position is only one aspect of Everest Group's overall assessment. In addition to assigning a “Leader”, “Major Contender,” or “Aspirant” title, Everest Group highlights the distinctive capabilities and unique attributes of all the PEAK Matrix providers assessed in its report. The detailed metric-level assessment and associated commentary is helpful for buyers in selecting particular providers/vendors for their specific requirements. It also helps providers/vendors showcase their strengths in specific areas

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

- Participation incentives for buyers include a summary of key findings from the PEAK Matrix assessment
- Participation incentives for providers/vendors include adequate representation and recognition of their capabilities/success in the market place, and a copy of their own “profile” that is published by Everest Group as part of the “compendium of PEAK Matrix providers” profiles

What is the process for a provider / technology vendor to leverage their PEAK Matrix positioning and/or “Star Performer” status ?

- Providers/vendors can use their PEAK Matrix positioning or “Star Performer” rating in multiple ways including:
 - Issue a press release declaring their positioning. See [citation policies](#)
 - Customized PEAK Matrix profile for circulation (with clients, prospects, etc.)
 - Quotes from Everest Group analysts could be disseminated to the media
 - Leverage PEAK Matrix 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 the designated POC at Everest Group.

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

PEAK Matrix assessments are designed to serve present and future needs of the enterprises. 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 as well as serve the future expectations of enterprises



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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

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