



Everest Group Life Sciences Digital Services PEAK Matrix[®] Assessment 2025

Focus on Wipro

June 2025



Introduction

As life sciences enterprises navigate a complex and evolving business landscape, the adoption of digital technologies has become a cornerstone of their strategic growth. Emerging challenges such as global economic volatility, evolving regulatory frameworks, and increased competition in drug development and commercialization are compelling organizations to rethink their digital transformation roadmaps. In response, enterprises are prioritizing the integration of advanced technologies such as data, analytics, and Artificial Intelligence (AI) / gen AI across the life sciences value chain, with a major focus on faster and more successful time-to-market, unlocking operational efficiency and delivering personalized customer experience.

To support this shift, service providers are enhancing their capabilities through targeted investments in industry-specific solutions, co-innovation initiatives, and talent development. As the demand for digital services continues to accelerate, enterprises are seeking partners with deep domain expertise, agility, and a proven track record in delivering scalable and transformative solutions.

In the research, we present an assessment of 35 service

providers featured on the [Life Sciences Digital Services PEAK Matrix® Assessment 2025](#). The assessment is based on Everest Group's annual Request for Information (RFI) process for the calendar year 2024, interactions with leading life sciences digital service providers, client reference checks, and an ongoing analysis of the medical devices digital services market.

The full report includes the profiles of the following 35 leading life sciences digital service providers featured on the life sciences digital services PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, HCLTech, Infosys, TCS, and Wipro
- **Major Contenders:** Agilisium, Altimetrik, Atos, Birlasoft, Brillio, CGI, CitiusTech, Deloitte, Emids, EPAM, Genpact, HARMAN, IBM, LTIMindtree, Nagarro Inc., NNIT, NTT DATA, Persistent Systems, Tech Mahindra, Virtusa, and Zensar
- **Aspirants:** Apexon, Coforge, EZEN, Orion Innovation, SoftServe, Stefanini, and WinWire

Scope of this report

Geography: global

Industry: Life sciences (biopharmaceutical, medical devices, and others)

Services: Digital services

Life Sciences Digital Services PEAK Matrix® characteristics

Leaders

Accenture, Capgemini, Cognizant, HCLTech, Infosys, TCS and Wipro

- Leaders, whether possessing broad expertise in end-to-end solutions or specialized knowledge in niche areas, offer in-depth digital services across various life sciences functions, including drug discovery, clinical development, manufacturing, supply chain, and commercial activities, thereby establishing strong brand recall
- They maintain a global delivery footprint, serving a wide range of clients from emerging pharmaceutical companies and start-ups to established global providers, supported by a robust network of partnerships with system integrators, software providers, technology specialists, and service providers
- Leaders are recognized for their proactive approach to delivering innovative, next-generation services, showcasing impactful use cases in areas such as Decentralized Clinical Trials (DCTs) and precision medicine, thereby positioning themselves as thought leaders and strategic partners in the life sciences industry

Major Contenders

Agilisium, Altimetrik, Atos, Birlasoft, Brillio, CGI, CitiusTech, Deloitte, Emids, EPAM, Genpact, HARMAN, IBM, LTIMindtree, Nagarro Inc., NNIT, NTT DATA, Persistent Systems, Tech Mahindra, Virtusa and Zensar

- Major Contenders are investing in next-generation technologies such as AI, Machine Learning (ML), Natural Language Processing (NLP), and High Performance Computing (HPC), challenging Leaders in specific areas with their advanced capabilities, rather than tackling multiple fronts
- These providers comprise a diverse mix of global SPs, large and midsize firms, and life sciences specialists. While some utilize partner networks for implementation and customization services, many rely on their internal teams, leading to varied approaches to service delivery
- Major Contenders exhibit deep expertise in specific functional areas within the life sciences domain (for example, medical devices, clinical R&D, and sales and marketing) but need to improve the breadth of their digital offerings across the entire life sciences value chain to compete more effectively with Leaders

Aspirants

Apexon, Coforge, EZEN, Orion Innovation, SoftServe, Stefanini and WinWire

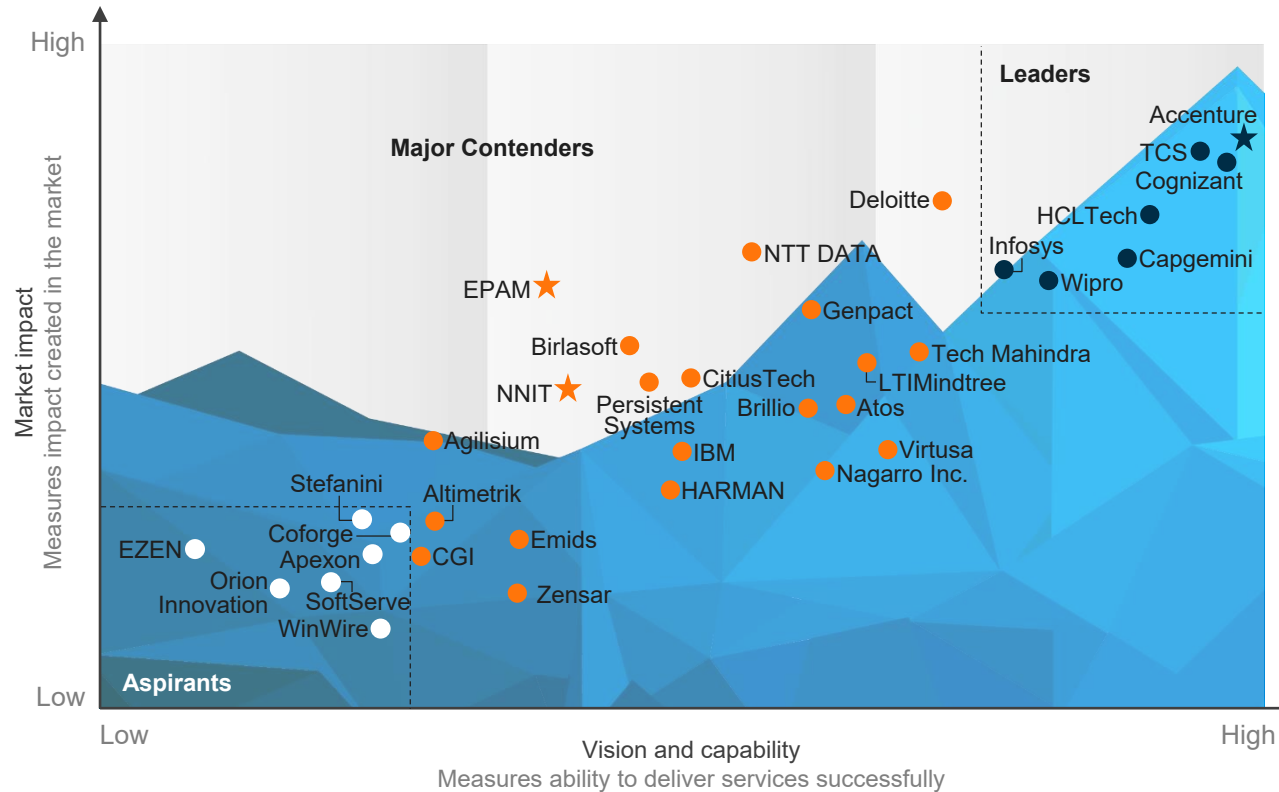
- Aspirants provide specialized point solutions tailored to specific use cases within the biopharmaceutical and medical device value chains, targeting niche areas with precision
- To expand their market reach and serve a wider range of buyer segments, Aspirants need to invest strategically in partnerships or develop internal IP and tools, thereby enhancing their overall capabilities
- With a dedicated focus on the relatively less competitive small and midsize buyer segments, Aspirants are making selective investments in Centers of Excellence (CoEs) and strategic partnerships to build niche expertise, though they currently lack significant proof points to gain broader client confidence

Everest Group PEAK Matrix®

Life Sciences Digital Services PEAK Matrix® Assessment 2025 | Wipro is positioned as a Leader

Everest Group Life Sciences Digital Services Matrix® Assessment 2025¹

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



¹ Assessments for Agilisium, Apexon, Atos, Brillio, CGI, Deloitte, Emids, EZEN, Genpact, IBM, LTIMindtree, Nagarro Inc., Stefanini, WinWire, Wipro exclude provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with enterprise buyers
Source: Everest Group (2025)

Wipro profile (page 1 of 6)

Overview

Company mission/vision statement for life sciences digital services

Wipro's life sciences vision is to deliver digital services to pharmaceutical and medical device clients and serve as a trusted partner for innovation and transformation. It aims to tackle long-standing business and operational challenges while addressing pressing current needs. The company seeks to accelerate the discovery and development of new drugs in therapeutic areas with significant unmet needs such as oncology, immunology, and vaccines. It also focuses on enhancing health outcomes for patients who require new medical treatments, devices, or digital solutions.

Overview of the client base

Wipro engages with eight of the top ten pharma/biotech organizations, two of the top three generic companies, and nine of the top ten medical device organizations.

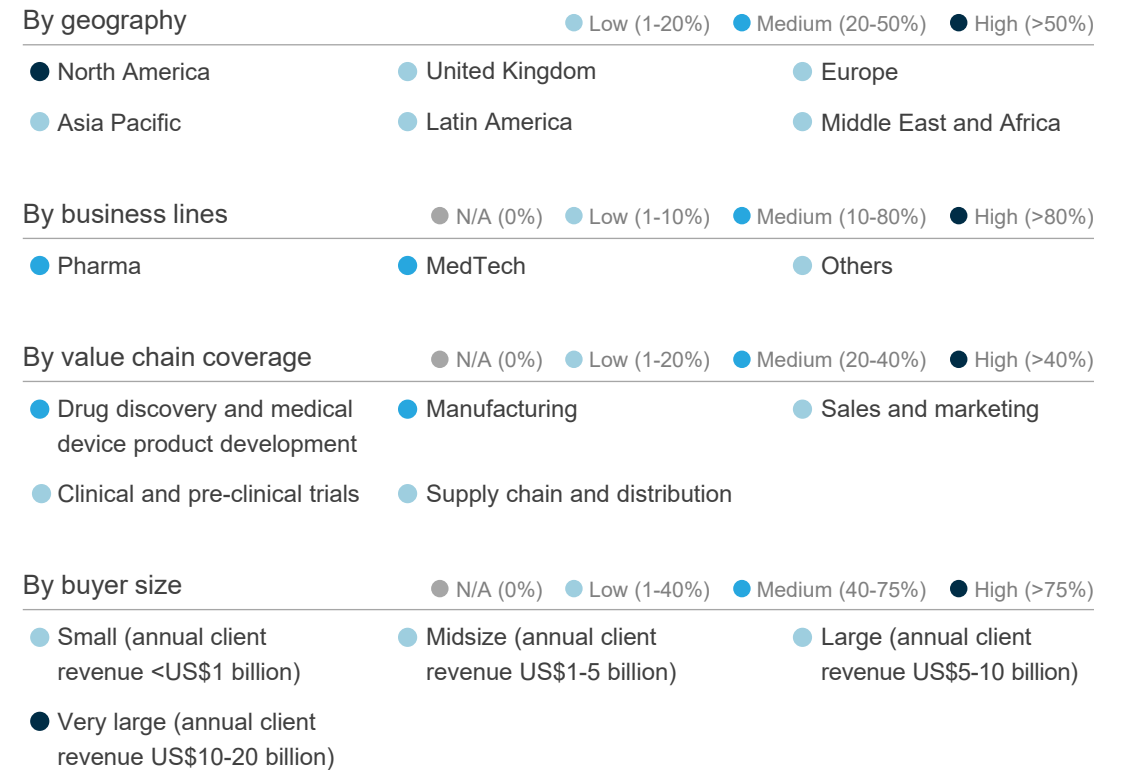
Life sciences digital services revenue

<US\$50 million	US\$50-150 million	US\$150-250 million	>US\$250 million
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Scope of digital services

Its services include analytics/AI, big data and analytics, blockchain, cloud, cognitive computing, and data integration from multiple sources including IoT devices, mobility, social, and digital UX.

Life sciences digital services revenue mix



Wipro profile (page 2 of 6)

Case studies

CASE STUDY 1

Optimized disease surveillance and medical supply chain management with advanced analytics

Business challenge

The client faced challenges in swiftly identifying disease outbreaks due to limited real-time monitoring capabilities. Additionally, vulnerabilities in its medical supply chain led to disruptions, increasing the risk of critical drug shortages and delays in delivering timely patient care during health emergencies.

Solution and impact

Wipro implemented its Data Discovery Platform, leveraging cognitive computing and advanced machine learning algorithms to analyze real-time data from diverse sources including social media feeds, search trends, and ethnographic dialogues. This provided early detection and accurate prediction of disease outbreaks, enabling proactive interventions. Additionally, the platform strengthened supply chain resilience by identifying potential disruptions early, thus ensuring consistent availability of critical medical devices and drugs, improving patient outcomes and significantly enhancing brand trust and reliability.

CASE STUDY 2

Leveraged Wipro's FullStride Cloud and Azure data lakehouse to achieve faster insights, cost savings, and defect reduction

Business challenge

The client faced challenges with outdated data systems that hindered timely access to critical information. This affected its ability to make swift, data-driven decisions, improve product quality, and accelerate development processes. The company aimed to modernize its analytics infrastructure to enhance operational efficiency and maintain its competitive edge.

Solution and impact

Wipro partnered with the client to implement a next-generation data lakehouse using the Azure Data Platform and Wipro FullStride cloud services. This modernization reduced data warehouse loading time by 60%, decreased data availability lag by 52%, and cut manufacturing defects by 10%. Additionally, operating costs were lowered by over 45%, and license costs dropped by 50%, significantly enhancing Integra's agility and customer focus.

Wipro profile (page 3 of 6)

Frameworks

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Consultative frameworks

Framework	Details
AssureNXT	It is a quality assurance, testing, and validation services delivery framework designed to support the resilience of business applications. It incorporates automated processes, analytics, and end-to-end collaboration, and can be used either independently or as part of an integrated system.
Data-driven investigator / clinical trial feasibility solution	It applies cognitive technologies, advanced analytics, and ontology-based harmonization of investigator data across databases using common data elements. It supports the assessment of study feasibility across regions, facilitates the identification and selection of suitable investigators, and enhances patient identification and recruitment.
Wipro smart track digital supply chain and anti-counterfeiting platform	It is a digital framework that supports real-time monitoring of the supply chain network, including cold chain management and detection of counterfeiting attempts, to help maintain patient safety and brand integrity. It is developed using IoT, blockchain, and cloud technologies.
Digital Integrated Clinical Enterprise (DICE)	It is an integrated healthcare platform that provides intelligent automation and data integration for clinical trials, improving drug development time-to-market for pharmaceutical companies.

Wipro profile (page 4 of 6)

Proprietary solutions

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Proprietary solutions for life sciences digital services

Solution/Accelerator name	Value chain	Details
Talospace	Clinical and pre-clinical trials and pharmacovigilance	It is an AI-powered, intelligent digital case processor that has been trained on domain and process knowledge. It makes use of technologies such as ML, RPA, BPM, clinical NLP, and others to enable its broad applicability, which can handle data from numerous sources in short periods of time.
Digital connected health platform	Across the value chain	It establishes a connected health system to facilitate patient engagement, access, and reimbursement. It also improves health outcomes and access to drugs, supports patients, and enables value-based care across payers, providers, and life sciences companies.
Wipro smart track digital supply chain and anti-counterfeiting platform	Manufacturing and supply chain	It is a digital platform designed to provide real-time visibility of the supply chain network. It tracks cold chains and monitors counterfeiting attempts to help maintain patient safety and brand integrity.
Data-driven clinical trials feasibility platform	Clinical and pre-clinical trials	It uses cognitive technologies, advanced analytics, and ontology-based harmonization of investigator data across common databases. It provides insights into study feasibility across geographies, supports investigator selection, and enhances patient identification and recruitment.
HOLMES (AI and ML)	Across the value chain	It is a proprietary platform used for data discovery and text analytics including Wipro assure health, Wipro assure care, and home care.
Medical image segmentation	R&D and clinical	It assists in classifying medical images and identifying body parts and diseases using clustering techniques.

Wipro profile (page 5 of 6)

Key events

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Key events (representative list) – investment/partnership/M&A

Event name	Type of event	Details
AWS	Partnership	Announced collaboration with AWS to advance and modernize laboratory processes within the life sciences industry
Pandorum Technologies	Partnership	It partnered with Pandorum Technologies, a biotechnology company specializing in tissue engineering and regenerative medicine, to advance the development of technologies aimed at reducing time-to-market and improving patient outcomes during R&D and clinical trials in regenerative medicine. The collaboration integrates the AI capabilities of Wipro Holmes with Pandorum's domain knowledge in regenerative medicine.
LeanSwift	Acquisition	It acquired LeanSwift, a US-headquartered system integrator of information products, to support and broaden its cloud transformation business through Wipro FullStride Cloud Services. The combined entity is expected to strengthen Wipro's position in key transformation initiatives, particularly in the manufacturing and distribution sectors.
Edgile	Acquisition	Acquired Edgile, a cybersecurity consulting firm, to enhance its capabilities in strategic cybersecurity
Life Science Solutions LLC	Solution	Established Wipro Life Science Solutions LLC as a wholly owned subsidiary in the US, with the objective of pursuing new business opportunities in the life sciences sector by delivering post-approval pharmaceutical services










Wipro profile (page 6 of 6)

Everest Group assessment – Leader

Measure of capability:  Low  High

Market impact

Vision and capability

Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
								

Strengths

- Wipro offers a strong portfolio of life sciences solutions, including NeuroSAFE (pharmacovigilance), Smart Track (clinical trials), Talosafe (regulatory compliance), and DICE (data intelligence), covering key industry segments
- While Wipro’s labs and CoEs enhance innovation, partnerships with Transcell, Innovaccor, and 4baseCare drive co-innovation across R&D, clinical, and commercial areas
- Clients value their execution-driven approach in delivering complex digital transformation projects across R&D, regulatory, and manufacturing, with a focus on technology-led efficiency and timely delivery
- It has IoT-focused IP/accelerators such as Smart Track, Predictive Asset Maintenance, and Connected Care Ecosystem

Limitations

- Wipro faces challenges in talent retention, with clients highlighting the need for faster onboarding of skilled project leaders, improved knowledge management, and better alignment of expertise to project requirements
- While Wipro has invested in expanding its capabilities, frequent internal restructuring has led to concerns around continuity and alignment, with some clients seeking more stability in leadership engagement
- Clients value its technical expertise but expect more domain-specific insights and best practices tailored to their business needs, particularly in manufacturing and commercial functions
- It has strong industry-agnostic cybersecurity capabilities, but clients expect a greater focus on device-specific security frameworks and regulatory compliance

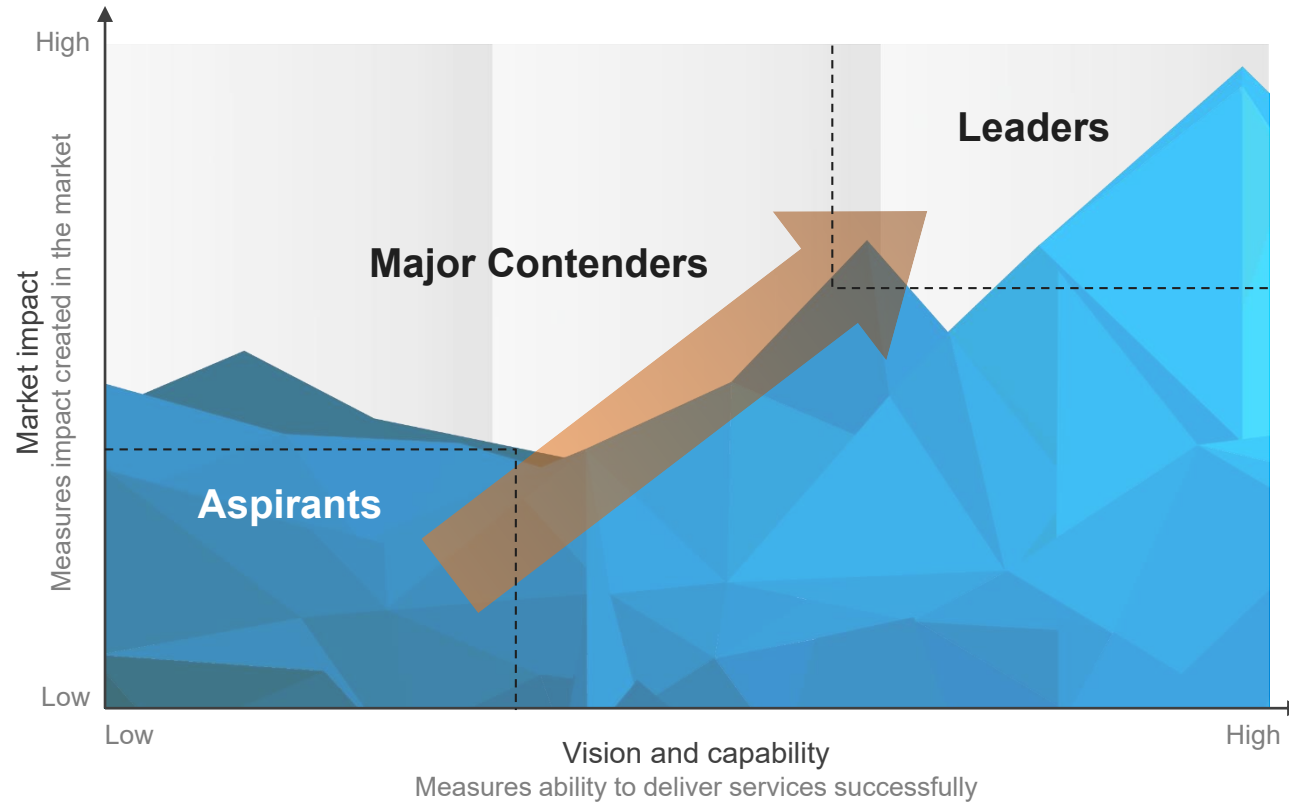
Appendix

PEAK Matrix® framework

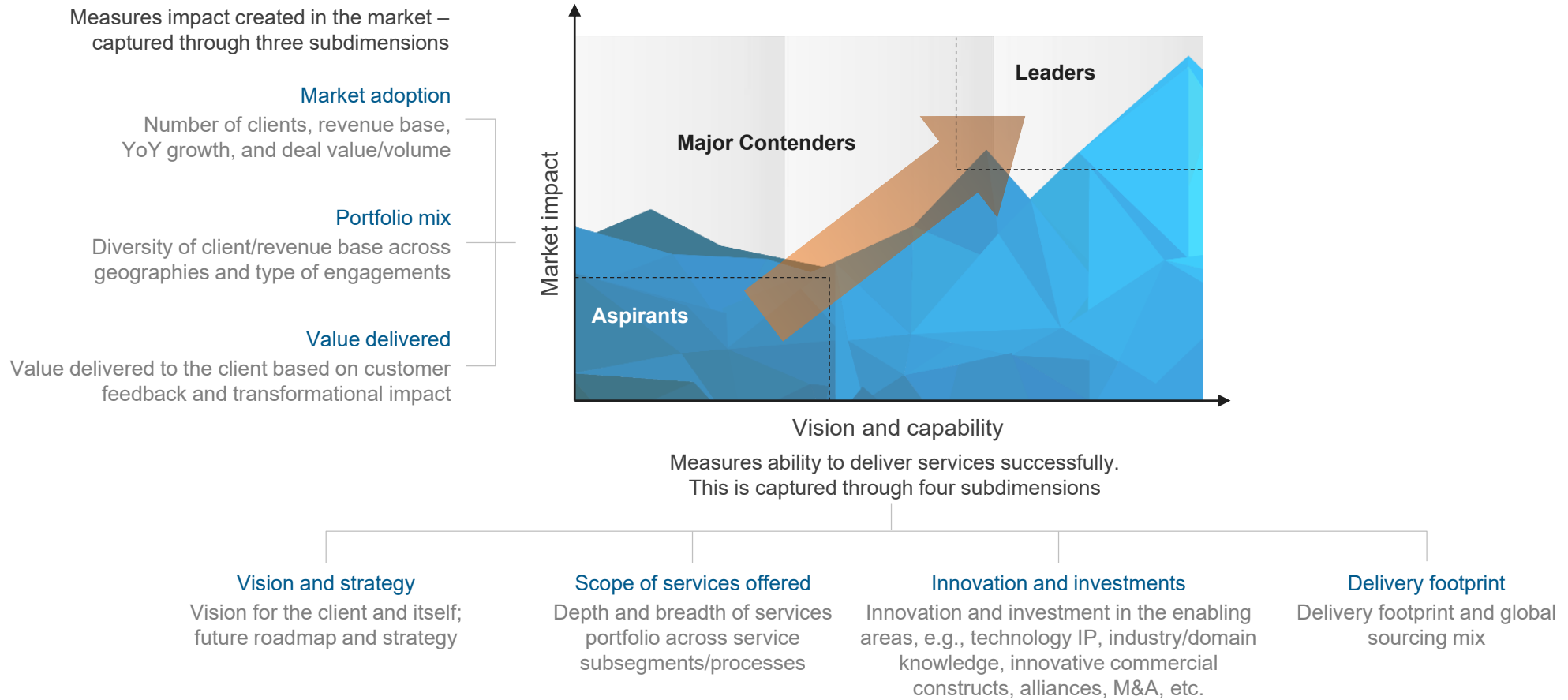
FAQs

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

Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions



FAQs

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: 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.

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

A: 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.

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

A: 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.

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

A: 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

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

A: 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

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

A: 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.

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