



Everest Group Life Sciences Enterprise Platform Services PEAK Matrix® Assessment 2025

Focus on Cognizant
June 2025

Introduction

Over the past few years, the life sciences industry has accelerated its digital transformation journey, driven by the need for greater agility, patient-centricity, and regulatory compliance. Enterprise platforms such as SAP, Oracle, and Salesforce have evolved from traditional Systems of Record (SoRs) to strategic enablers supporting Research and Development (R&D) innovation, supply chain resilience, and commercial excellence. Today, cloud adoption, data-driven decision-making, and intelligent automation are emerging as critical levers of enterprise transformation.

Despite the growing momentum, many life sciences enterprises continue to operate with fragmented legacy systems, limiting their ability to drive integrated, insights-led operations. As the industry transitions to next-generation enterprise platforms, key challenges persist, including complex migrations from legacy ERP/CRM systems, balancing global standardization with local compliance, and ensuring interoperability across clinical, manufacturing, and commercial functions.

To meet the evolving needs of life sciences enterprises, service providers are investing in industry-specific solutions and accelerators to simplify migrations and expedite deployments. They are building compliance-driven architectures tailored to GxP, General Data Protection Regulation (GDPR), and other

regulatory needs, while scaling expertise across SAP, Oracle, and Salesforce platforms. In parallel, they are expanding their AI/ML and automation capabilities to enable intelligent operations, positioning themselves as end-to-end transformation partners in an increasingly complex digital landscape.

In the report, we present an assessment of 20 life sciences enterprise platform service providers. The providers are mapped on the Everest Group [Life Sciences Enterprise Platform Services PEAK Matrix® Assessment 2025](#), which is a composite index of a range of distinct metrics related to a provider's capability and market impact.

The full report includes the profiles of the following 20 leading life sciences enterprise platform service providers featured on the Life Sciences Enterprise Platform Services PEAK Matrix:

- **Leaders:** Accenture, Cognizant, Deloitte, IBM, Infosys, and TCS
- **Major Contenders:** Atos, Birlasoft, Capgemini, Customertimes, HCLTech, LTIMindtree, NTT DATA, Tech Mahindra, Tenthpin, Wipro, and Zensar
- **Aspirants:** Jade Global, Navigator Business Solutions, and Peloton Consulting Group

Scope of this report

Geography: global

Industry: market activity and investments of 20 leading enterprise platform service providers

Services: Life Sciences Enterprise Platform Services

Life Sciences Enterprise Platform Services PEAK Matrix® characteristics

Leaders

Accenture, Cognizant, Deloitte, IBM, Infosys, and TCS

- Leaders are characterized by their ability to execute large-scale, complex, and end-to-end transformation programs across SAP, Oracle, and Salesforce within the life sciences industry. They offer a full spectrum of services, from advisory to implementation, and ongoing support, and are often perceived by clients as strategic or consultative partners
- These providers bring a combination of life sciences-specific IP, strong global delivery networks, and a large, certified talent base across both onshore and offshore locations. Some have further strengthened their capabilities through targeted acquisitions and have built a robust partner ecosystem, especially in areas such as AI and generative AI. Their maturity is also reflected in their recognition and certifications across the three platforms, with several receiving industry and partner awards

Major Contenders

Atos, Birlasoft, Capgemini, Customertimes, HCLTech, LTIMindtree, NTT DATA, Tech Mahindra, Tenthpin, Wipro, and Zensar

- Major Contenders have demonstrated the ability to deliver enterprise platform services at scale, with strengths primarily concentrated in one or two platforms, though several are actively expanding capabilities across the third. While many have proven delivery experience and life sciences specificity, especially in the form of differentiated case studies or domain-aligned offerings, this remains limited for some. These providers are generally regarded as strong implementation partners, with opportunities to deepen their role through more advisory-led engagements
- A few players are already mature platform partners, recognized through certifications, awards, and strong global delivery, while others are still building vertical depth. However, across the board, providers are investing in industry solutions, growing certifications, and strengthening delivery and partnerships

Aspirants

Jade Global, Navigator Business Solutions, and Peloton Consulting Group

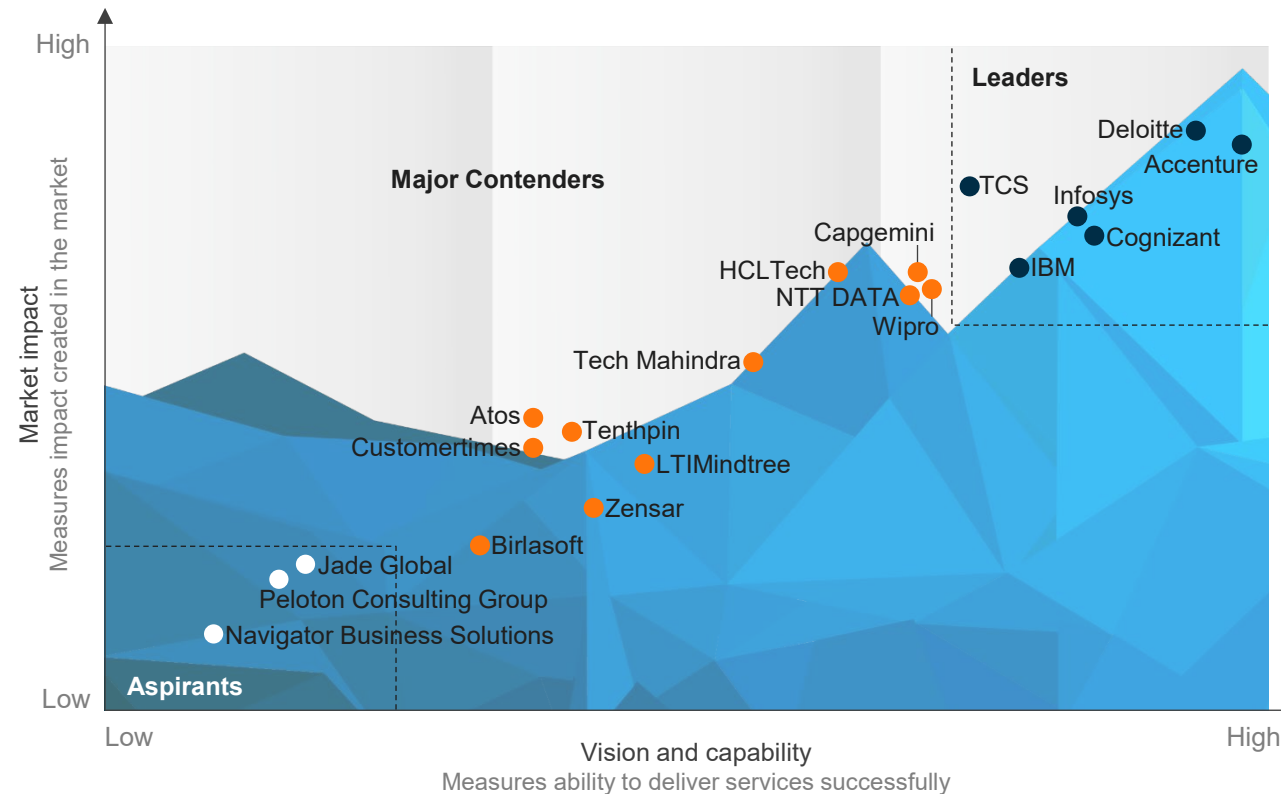
- Aspirants are in the early stages of building their enterprise platform services portfolio for life sciences, with capabilities currently centered around specific geographies, service lines, or platform niches
- These providers are actively investing in certifications, partnerships, and domain talent, while gradually enhancing their credibility in the space. With a focus on selective wins and capability building, Aspirants are working toward becoming more comprehensive transformation partners in the future

Everest Group PEAK Matrix®

Life Sciences Enterprise Platform Services PEAK Matrix® Assessment 2025 | Cognizant is positioned as a Leader

Everest Group Life Sciences Enterprise Platform Services PEAK Matrix® Assessment 2025¹

- Leaders
- Major Contenders
- Aspirants



¹ Assessments for Accenture, Capgemini, Deloitte, IBM, Jade Global, LTIMindtree, Navigator Business Solutions, Peloton Consulting Group, and 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; Assessment for Infosys is based on partial primary inputs
Source: Everest Group (2025)

Cognizant profile (page 1 of 7)

Overview

Company mission

Cognizant’s vision for SAP is to help businesses modernize technology, reimagine processes, and transform experiences to stay connected to their future and ahead in a fast-changing world. Over the next three to five years, Cognizant aims to continue delivering business outcomes to global clients across life sciences by leveraging SAP and AI-enabled automation. In the Salesforce ecosystem, Cognizant serves as a premier consultancy to the Global 2000, helping clients achieve experience-led growth by harnessing the full potential of the Salesforce platform and its innovations across the enterprise. Currently ranked among the top three certified Salesforce partners globally, Cognizant plans to continue expanding and evolving its capabilities aggressively over the next 18-24 months. For Oracle, Cognizant has adopted a **Cloud First Consulting-led strategy** aligned with future business needs and Oracle’s growth vision, with the goal of leading clients on their cloud modernization journey by leveraging Oracle Cloud applications, platforms, and infrastructure. With a 25-year strategic partnership with Oracle, Cognizant is now one of the Top 9 Oracle Global Strategic Partners and a featured GSI Partner of Oracle. Cognizant is also among the top three organizations in the world with the highest number of Oracle Cloud certifications. It has been recognized with four partner awards in customer success by Oracle in 2024.

Headquarters: Teaneck, New Jersey **Website:** www.cognizant.com

Overview of the client base

Cognizant works with 30 of the world’s leading pharmaceutical companies and 12 of the top 15 medical device manufacturers.

Life sciences enterprise platform services revenue mix

● N/A (0%) ● Low (1-20%) ● Medium (20-40%) ● High (>40%)

By geography

● North America	● United Kingdom	● Europe
● Asia Pacific	● Latin America	● Middle East and Africa

By business lines

● Pharmaceutical	● Medical devices	● Others
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By buyer size

● Small (annual client revenue <US\$1 billion)	● Midsize (annual client revenue US\$1-5 billion)	● Large (annual client revenue >US\$5 billion)
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Cognizant profile (page 2 of 7)

Case studies

CASE STUDY 1

Enabling business automation for a pharmaceutical enterprise

Business challenge

The client wanted to embark on an S/4HANA rollout journey for their sites in Italy and Switzerland. Cognizant was chosen as the strategic SAP transformation partner responsible for implementing the SAP S/4HANA global template across all the sites including those with intricate manufacturing processes. The main objective of the program was to streamline complex business processes and introduce warehouse management automation.

Solution

A robust solution was built by jointly conducting FIT Gap analysis sessions along with the client, taking into account the complexities of the business process. Process fitment to local requirements was ensured through the combined expertise of both local Italian and global teams. The delivered solution was GSP-compliant, aligned with healthcare needs, and adhered to their validation and compliance processes. This solution enabled automation and transformation of business processes. A Hybrid Agile methodology was implemented to promote flexibility and adaptability throughout the development and implementation phases.

Impact

- Successful achievement of digitization and platform modernization goals, enhancing technological capabilities and efficiency within the organization
- Establishment of automated business processes to initiate the production of healthcare products from Italy/Switzerland, optimizing production and supply chain operations
- Streamlining inventory control and enhancing overall operational efficiency
- Implementation of RF-based Picking and Putaway, empowering warehouse personnel to expedite inbound and outbound processes, resulting in improved warehousing operations
- Reducing waste and optimizing the utilization of raw materials and work-in-progress inventory

CASE STUDY 2

Accelerating digital transformation for a leading global contract research organization

Business challenge

The client required a fully digital IT platform to streamline and tighten key process functions. The organization previously operated with multiple, disparate, and siloed IT systems on an unsupported Lawson platform. As a 100% project-driven organization, the existing systems were unable to scale with the business demands. Additionally, the siloed systems were expensive to maintain and upgrade.

Solution

An eight-week pre-implementation **Cloud Map** engagement was conducted to streamline the actual implementation process. This included workshops for each application area to gather key requirements, realign processes with built-in best practices, develop a future-state model and implementation roadmap, and guide decisions related to IT architecture. The project marked a global first in the life sciences industry with the design of a complex Oracle Cloud PPM solution tailored to address industry-specific clinical trials and contract research requirements. Additionally, deep industry expertise was applied to consult and develop a clinical trial contract research template that supports complex business needs involving doctors, contract research organizations, and pharmaceutical OEMs.

Impact

- Touchless procurement and shared services implementation, enabling up to 5% discounts on all indirect procurement
- Payment cycle time reduction in clinical trial management system from 15 to 2 days
- The customer billing cycle accelerated from seven days to real time due to streamlined cost collection
- RFSmart scanning for inventory receiving enabled lab technicians to save 10% time
- Establishing process baseline for leveraging clinical trial contract research needs and decommissioned 45 systems globally leading to lower Total Cost of Ownership (TCO)

Cognizant profile (page 3 of 7)

Frameworks

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Consultative frameworks

Solution	Details
CRM Platform Selection Framework (Salesforce)	The framework is built to graphically represent the complexity of the migration with Vault CRM as the target CRM platform.
Veeva CRM Platform Selection and Migration Framework (Salesforce)	It is an all-inclusive assessment framework covering four primary areas – application, data, integration, and quality testing. The process is built to identify the complexities of Veeva CRM modules and identify risks and critical success factors, which can be impacted during the transition to other platforms. It will also to be used for navigation through the assessment process of all VEEVA CRM Data Migration modules and Integration Modules available in source CRM .
CRM Holistic Transformation Toolkit (Salesforce)	It offers a holistic life sciences CRM to CEP transformation toolbox. It consists of enablers and accelerators, process blueprints, Veeva vault versus Salesforce LS cloud fit gap modeler / analyzer with assessment frameworks.
Integration and Data Assessment Framework (Salesforce)	Excel-based questionnaire to determine complexity level of data migration and integration touch points
Veeva Platform Assessment Tool (Salesforce)	A Salesforce-based tool to navigate through the assessment process of VEEVA CRM modules and Salesforce.com based customizations
Salesforce (Veeva CRM) to Vault Report Migration Automation (Salesforce)	It would be very useful for large-scale implementations that have an average of 5,000 reports. Automating migration of CRM reports will reduce efforts by approximately 30-50%. The utility has minimal manual inputs, therefore significantly reducing the chances of manual errors during the migration.
Cloud Map Advisory (Oracle)	The offering enables the cloud migration journey and helps effectively plan and prepare for multi-pillar Oracle Cloud implementation. CloudMap includes business process workshops by process area, functional workshops, and technology workshops.
CloudFit Advisory (Oracle)	Assessment services helps define enterprise cloud architecture and capacity for maximum performance and resiliency. It analyses the organization’s cloud readiness and formulates a cloud migration roadmap for single cloud, multi-cloud, or hybrid cloud processes.

Cognizant profile (page 4 of 7)

Offerings

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Proprietary solutions such as IP, platforms, accelerators, and tools

Solution	Details
Patient Care Management (Patient Prime) (Salesforce)	Health cloud- and experience cloud-based solution that puts patients at the center of patient care, with 360-degree presence of its care stakeholders, improving the overall patient journey (from on-boarding, through treatment, to continued care), while achieving better quality of life and health outcomes
PSP Readiness Assessment Tool	Assesses client readiness and maturity for adopting a health cloud-based PSP solution
MedElevate (MedVantage) (Salesforce)	An integrated field service and complaint handling business cloud solution that drives enhanced customer reach, improves customer satisfaction and ensures regulatory compliance specifically for the medical devices industry
Cognizant Automation Center (SAP)	It contains 400+ ready-to-deploy solutions for application maintenance and support operations such as smart ticket management, access management, and health checks, resulting in approximately 25% effort reduction.
Cognizant® SmartMove Powered by Cognizant® Brownfield Conversion Express (SAP)	It provides a secure manner of transitioning legacy ERP to S/4HANA, through AI-based automation through Cognizant® Brownfield Conversion Express and code standardization methods, resulting in a 10-30% decrease in downtime, 10-20% cost savings, and 50-60% reduction in efforts. The solution is qualified by SAP.
Cognizant Intelligent Enterprise Platform (SAP)	It uses next-generation SAP technologies to enable enterprise transformation with 45+ integrated industry solutions and smart extensions, while prioritizing the business goals of its clients.
IntelliProcure – Smart Procurement Virtual Assistant (SAP)	It is a conversational chatbot powered by generative AI that addresses procurement delays by insights. It provides on-demand knowledge to help businesses make better procurement decisions and grow faster.
Cloud Configurator (Oracle)	An AI-enabled algorithm that identifies potential configuration gaps based on the expectations of the cloud product
Cloud Asset Library (Oracle)	Machine learning-powered conversational AI (uses linguistic algorithm to process natural language)
Cognizant AVMplus® (Oracle)	Mechanizes application management best practices by creating a reference services framework for every engagement

Cognizant profile (page 5 of 7)

Offerings

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Proprietary solutions such as IP, platforms, accelerators, and tools

Solution	Details
Adverse Event Reporting (Salesforce)	Streamlines adverse event reporting for patients with a configurable workflow, multilingual support, and effortless global expansion through adaptable metadata
PII Data Anonymization (Salesforce)	Scalable framework anonymizes bulk patient records containing PII, while deleting associated files, activities, and field history based on flexible patterns and seamlessly integrating with duplicate rules
Single-click Care Plan Generation (Salesforce)	Generate care plans with problems, goals, and tasks in a single click, leveraging reusable templates and a scalable metadata-driven framework

Cognizant profile (page 6 of 7)

Recent developments



[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]










Key events

Event name	Type of event	Year	Details
Mobica (SAP)	Acquisition	2023	Cognizant's acquisition of Mobica strengthens its IoT software engineering capabilities, expands IoT services to various industries, provides deeper insights, and supports digital transformation.
AustinCSI (Oracle)	Acquisition	2022	Acquisition expands Cognizant's Oracle Cloud Consulting expertise in enterprise cloud and data analytics advisory services
TQS (Oracle)	Acquisition	2021	TQS enhances Cognizant's smart factory capabilities, helping customers realize information and operational technology convergence and drive digital transformation leveraging Oracle Cloud in their manufacturing operations.
Expansion	Investment	2024	Cognizant expands its Indian operations with first center in Indore.
Collaboration (Salesforce)	Innovation	2024	Cognizant and Salesforce are collaborating to help accelerate innovation in customer experience for clients in the life sciences industry. The two companies aim to drive transformation and experience personalization for end customers of healthcare and biopharma companies through automation and modernization of business processes on the recently launched Salesforce Life Science Cloud.
Salesforce Genie Customer Data Cloud	Investment	2023	The offering will help businesses using Salesforce's Genie Customer Data Cloud elevate the quality of their data to bring new products and services to market faster and build personalized customer experiences.
Talent upskilling (SAP)	Investment	Ongoing	Cognizant invested in various learning programs such as SAP Learning Hub, SAP Learning Skills, SAP PartnerEdge, S/4HANA Degreed Pathway and Elevate, SAP Activate pathway, RISE with SAP, and BPI with SAP Signavio Pathway on Cognizant's My Learning Studio and provided access to the Udemy Learning Portal to train and reskill its SAP resources.
Leveraging the generative AI capabilities of Salesforce in life sciences (Salesforce)	Whitepaper	2024	In this white paper co-authored with Salesforce, Cognizant explore the full possibilities of how life sciences companies can use the latest AI-enabled features and tools across their sales, service, and marketing functions – and the added value they can generate by connecting those efforts into a cohesive strategy and execution plan.

Cognizant profile (page 7 of 7)

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

- Cognizant is appreciated for its SAP delivery in life sciences, supported by preconfigured solutions such as Lifecare and MedXpress for pharmaceuticals and MedTech. Clients value the team’s domain understanding, cross-environment experience, and ability to provide cost-effective, expert guidance with quick implementation turnaround
- With solutions such as Patient Prime and MedElevate, Cognizant demonstrates strong Salesforce capabilities paired with a collaborative engagement model. It is appreciated for its strong account management, consistent delivery execution, and consultative support throughout the engagement life cycle
- Cognizant brings life sciences-specific capabilities to Oracle Cloud engagements through solutions such as the Shared Investigator Platform (SIP) and Smart Pharmacovigilance. These offerings are complemented by a flexible engagement model, strong domain awareness, and a consulting-led mindset. Its clients value it for its responsiveness and practical problem-solving abilities

Limitations

- Cognizant has a relatively limited delivery and engagement presence in regions such as LATAM, APAC, and MEA, which may affect accessibility and local support for clients operating in these markets
- It could enhance its talent alignment by ensuring that the right resources are deployed from the outset, helping to reduce the need for client intervention in early-stage delivery

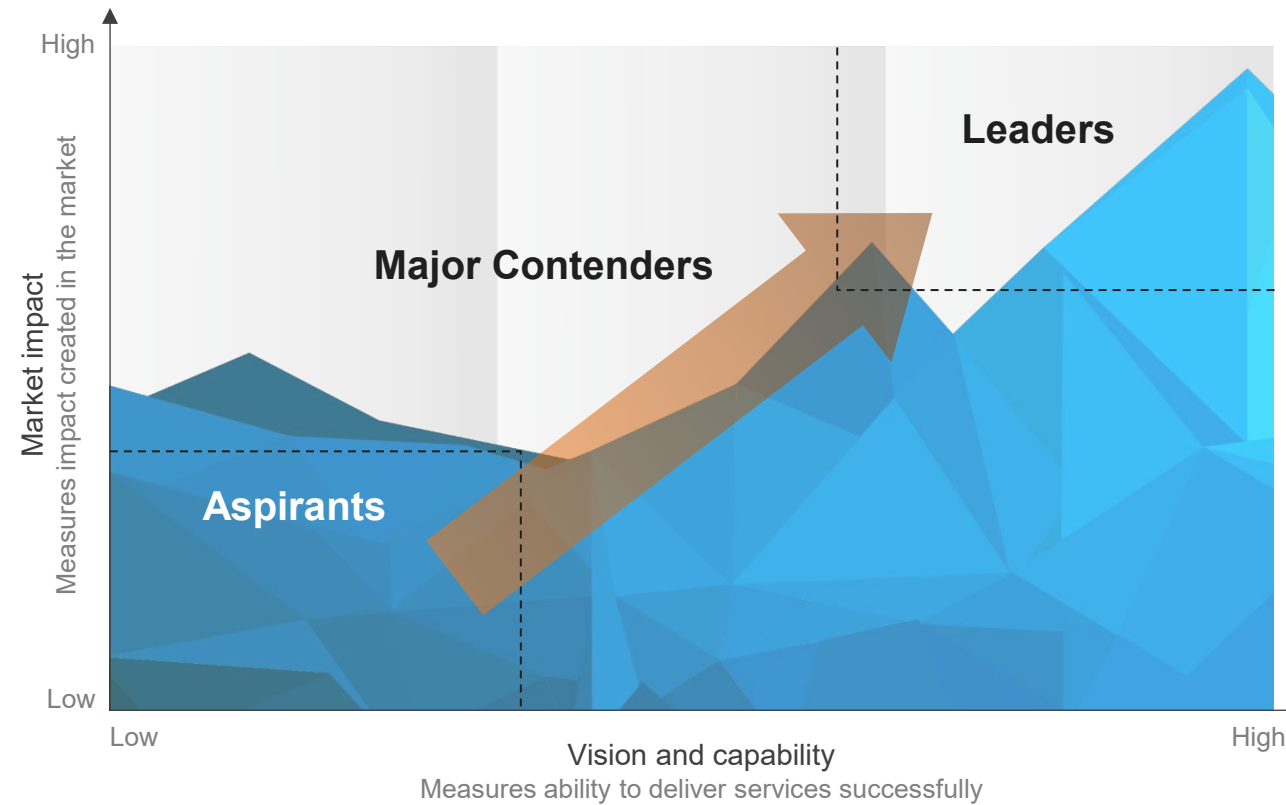
Appendix

PEAK Matrix® framework

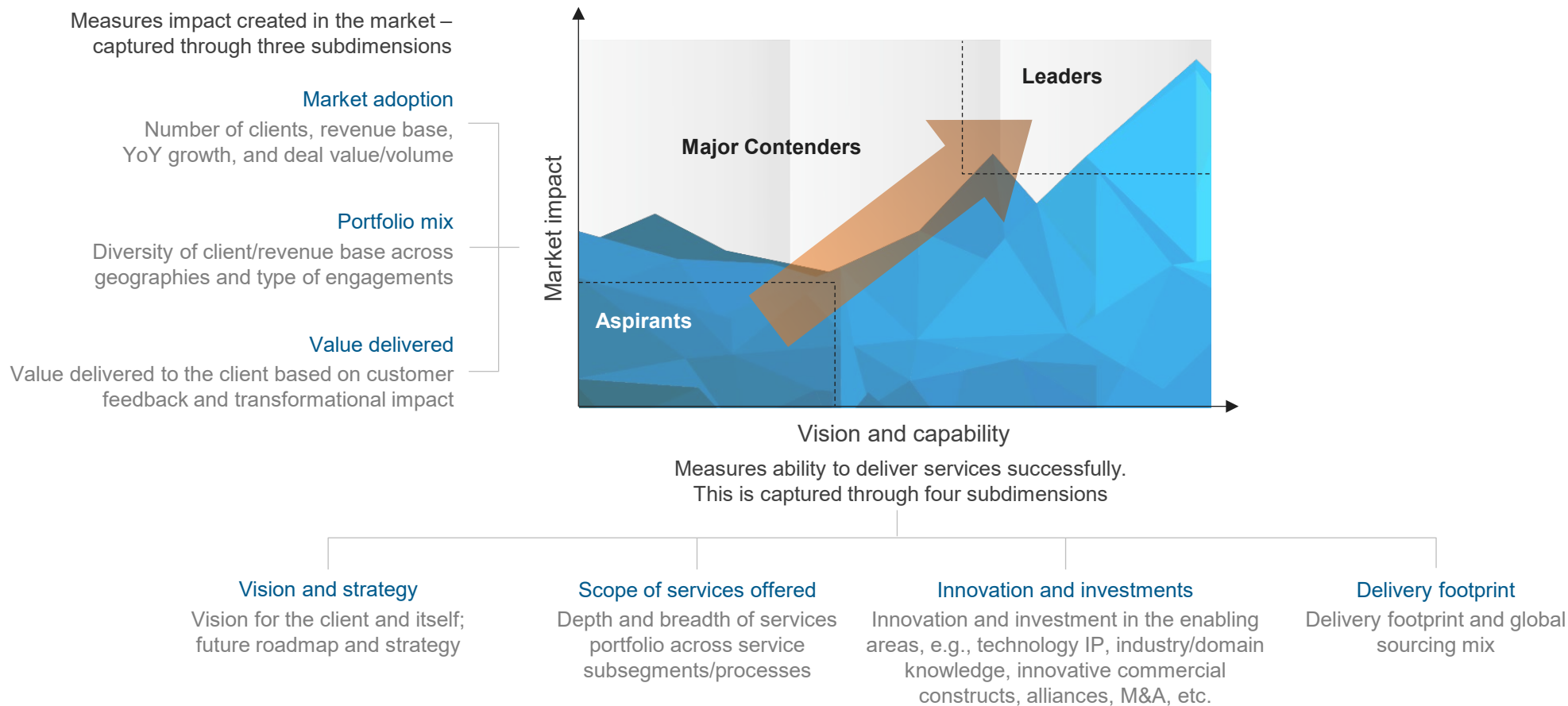
FAQs

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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