Cognizant Digital Operations: Life Sciences

Transform operating models to improve pharmaceuticals and medical devices

Cognizant®

Today's life sciences companies are challenged to increase their speed to market, lower costs, improve patient outcomes and minimize risk while becoming more efficient and agile.

To succeed in this complex and rapidly evolving landscape, pharmaceutical, biotech and medical device companies must create intelligent and agile operations using digital platforms, automation, advanced analytics and artificial intelligence (AI) to improve profitability, competitiveness and experiences and to simplify regulatory compliance and the development of new products. Companies need to market and sell more intelligently. They must make more informed decisions in research and development as well as clinical, pharmacovigilance, revenue cycle, and digital order and complaints management to develop safer, more effective and affordable drugs and medical devices.

Employing over 6,500 experts and scientists across North America, Europe and APAC, Cognizant collaborates with life sciences companies to improve clinical data management, pharmacovigilance, medical writing and publishing, and biostatistics and statistical programming operations to improve patient outcomes.

Learn why all of the world's top 30 pharmaceutical, nine of the top 10 biotech companies and 12 of the top 15 medical device companies work with us and why Everest named Cognizant a Leader in Life Sciences Research and Development and Revenue Cycle Management Business Process Services.

How we work

Consulting
We help you reimagine operations to solve complex performance, customer experience and cost issues. Using a digital first approach to transformation, we bring together digital platforms, intelligent process automation, AI and other digital capabilities to improve operational speed, efficiency and agility.

Implementation
We bring your digital plans to life by transforming your processes, technology and workforce to minimize friction and reduce risk throughout your enterprise. Combining industry expertise with domain knowledge, we ease the pain of implementing digital operations.

Managed services
We simplify how you work and reduce your total cost of ownership through the combination of people, processes and technology delivered as a service. Implementing outcome-based commercial models, we share the risk and reward of achieving your goals.

Automation is improving efficiency by 30% and accuracy to 99% in life sciences companies.

The life sciences segments we serve

Medical devices
Implement digital operations to improve product development, speed to market, patient centricity and revenue cycle management for increased profitability.

Pharmaceuticals and biotech
Combine intelligent digital platforms, cloud, data, automation and AI to develop safer, more effective and affordable drugs and to improve patient outcomes.

Our offerings and platforms

Cognizant® Digital Pharmacovigilance
Take advantage of cloud, intelligent automation, data sciences and machine learning to streamline safety process cycle times and integrate safety compliance into contact centers. Our solutions will help satisfy and improve your regulatory obligations while reducing costs.

Clinical Data Management
Leveraging technology and analytics, we provide process automation, continuous process improvement and comprehensive, scalable data management platform services. We complement this with built-in transition, quality control and assurance.

Medical Writing and Publishing
Rely on our experienced team of doctors, PhDs and life sciences post graduates in synthesizing and translating complex data analysis. This results in clear, scientifically accurate documents that are fully compliant with regulatory requirements.

Biostatistics and Statistical Programming
Covering all aspects of the biostatistics value chain, we create everything from statistical analysis plans to preparation of statistical methodology sections for clinical study submissions. In concert, our extensive network helps ensure a global data-driven delivery of clinical data processes.

Cognizant® Medical Devices Revenue Cycle Management
Modernize your claims submission process and provide real-time visibility into key metrics across your revenue management ecosystem. With our expertise, automation and analytics tools, we help your organization recoup lost revenues.

Cognizant® Digital Order Management
Leverage the latest innovations in smart analytics, intelligent process automation and machine learning, which provide a complete solution for the ordering and fulfillment process. Deliver great customer experiences, unlock greater value from existing systems and empower customer-facing employees.

Complaints Management
We offer an integrated sales, service and complaint-handling business solution that drives enhanced customer reach, improves customer satisfaction and ensures regulatory compliance specifically for the medical device industry.

Cognizant® Digital Finance and Accounting
Transform finance and accounting operations into a value generator for your organization. Apply next-generation digital capabilities to enhance existing investments and turn procure-to-pay, order-to-cash, record-to-report and financial planning into valuable business insights.

All of the top 30 global life sciences companies, nine of the top 10 biotech companies and 12 of the top 15 medical device companies rely on Cognizant solutions.

In the real world

A major life sciences company wanted to automate a highly manual process that was becoming a quality-control risk and a regulatory burden. We **built a comprehensive robotic process automation solution that served as a first in the area of "pharmacovigilance."** Outcomes included a 30% reduction in end-to-end cycle time, a 14% improvement in first-time accuracy and optimizing turnaround time compliance from 88.6% to 91.9%.

A diversified life sciences company struggled with nonstandard billing requirements and legacy systems, limiting its capability to fully automate invoicing. We collaborated with the company to **migrate its outdated system to a more efficient cloud-based system and introduced the S3P subscription platform.** This resulted in a 40% reduction in manual billing and a 60% reduction in time to generate invoices.

A major orthopedic medical device manufacturer faced slowing collections. We redesigned the company's billing and collection processes, **creating greater visibility into the revenue cycle and tackling root causes of denied and pending claims.** As a result, the client saved $1.2 million in operating costs while increasing net revenue by $8.82 million. Days sales outstanding decreased from 72 days to 36 days and productivity increased by 12%.

What sets us apart

Industry experience
All of the top 30 global life sciences companies, nine of the top 10 biotech companies and 12 of the top 15 medical device companies trust and rely on us to solve complex business, operations and technology issues.

Digital talent
Over 6,500 life sciences operations specialists help clients develop, implement and manage improved operating models and optimize customer experiences across North America, Europe and APAC.

Global delivery centers
Clients benefit from over 100 delivery centers located across the world, strategically positioned to provide cost-effective and integrated near-shore, offshore and onshore managed services, innovation labs and centers of excellence.

Digital ecosystem
Our business is uniquely organized across digital business, digital operations, and digital systems and technology to provide clients everything they need to tackle enterprise-wide digital transformation and gain an edge over their competitors' niche capabilities.

Alliances
We maintain over 248 partnerships with industry-leading technology companies and routinely grow capabilities and upskill associates to keep clients' solutions at the forefront of industry innovation and breakthrough digital technology advancements.

Subscription services
Managed services are backed by outcome-oriented commercial models that help clients instantly lower total cost of ownership and provide simple and predictable pricing, similar to today's leading consumer subscription services.

Cognizant–a recognized leader

Everest Group®
PEAK MATRIX™

Leader in Life Sciences Operations
2020 Assessment

Everest Group®
PEAK MATRIX™

Leader in Life Sciences Digital in
North America 2019 Assessment

FORRESTER®

Leader in Robotic Process Automation Services
Q4 2019 Vendor Assessment

Everest Group®
PEAK MATRIX™

Leader in Business Process Services Delivery
Automation 2018 Vendor Assessment

By the numbers

28 of the world's **top 30**

global pharmaceutical companies use Cognizant's services and solutions
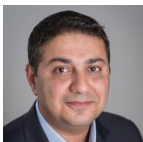
12 of the world's **top 15**

medical device companies use Cognizant's services and solutions

9 of the world's **top 10**

biotech companies use Cognizant's services and solutions

Ranked **193**

on the Fortune 500

100+

global delivery centers

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About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at **www.cognizant.com** or follow us **@Cognizant**.

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