



*Capgemini Recognized as the*

**2021**

**Company of the Year**

Global Digital Transformation  
Services in Life Sciences Industry  
*Excellence in Best Practices*

## Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Capgemini excels in many of the criteria in the digital transformation services in life sciences industry.

AWARD CRITERIA	
<i>Visionary Innovation &amp; Performance</i>	<i>Customer Impact</i>
Addressing Unmet Needs	Price/Performance Value
Visionary Scenarios Through Mega Trends	Customer Purchase Experience
Implementation of Best Practices	Customer Ownership Experience
Leadership Focus	Customer Service Experience
Financial Performance	Brand Equity

### Bringing Intelligent Industry in Life Sciences

Digitization is almost imperative in the transformative life sciences environment to manage change better, derive meaningful insights from the emerging data, and streamline clinical and operational processes. Pharma and information technology (IT) solution vendors realize digitization combined with the Internet of Things (IoT), technology partnerships, software capabilities, and customized solutions are the way forward for the life sciences industry. Nonetheless, digitization’s potential value in life sciences can only

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**- Unmesh Lal, Director of Healthcare & Life Sciences**

materialize if companies build a holistic set of capabilities aligned to an integrated digital strategy. Optimizing priority processes like clinical trials and supply chains can facilitate data-driven workflow implementation.

Leveraging over five decades of deep expertise, Capgemini is a leading global company helping clients transform and manage their businesses with the power of technology.

The company harnesses the strength of 270,000 team members in nearly 50 countries to provide end-to-end solutions. It addresses the entire breadth of their customers’ needs across various industries and

applications, from strategy and design to operations, driven by the fast-evolving, innovative world of cloud, data, artificial intelligence (AI), connectivity, software, digital engineering, and digital platforms.

Specifically, the life sciences industry is a fast-growing key sector for Capgemini's business. It serves over 100 global biopharma companies in over 40 countries successfully. The company provides end-to-end digital transformation and technology services from strategy to implementation at scale.

Capgemini leverages its robust acquisition strategy to strengthen its capabilities. Notably, Altran's addition reinforced its drug discovery, clinical and preclinical trials, and manufacturing value chain capacities. Capgemini has built a comprehensive portfolio of vertical-specific partnerships and in-house tools, enabling the rapid design and development of customized data-driven solutions, securing strong domain understanding powered by investments in innovation, and strengthening thought leadership through the life sciences space. Backed by organic growth, each acquisition allows it to accrue capabilities and expertise across the value chain, helping clients scale up their businesses. With its innovative mindset, the company pushes the new and intelligent value loop for the life sciences industry forward. Leveraging its strong experience from the IT standpoint, Capgemini continuously builds on its industry-leading data solutions and cloud capabilities.

### ***Data-driven, Industry-leading Intelligent Solutions***

Pharma and healthcare providers face increasing costs and lead-time challenges across the value chain from drug discovery to clinical trials. Thus, it is crucial to effectively leverage data, AI, and intelligent systems to optimize drug discovery and development processes, improve efficiencies, and hasten novel drugs and therapies for patients.

Across industries, Capgemini's main focus revolves around the Intelligent Industry approach, enabling intelligent products and services and intelligent operation of the entire manufacturing and supply chain. Capgemini translates Intelligent Industry capabilities into the life sciences space to address the challenges across the industry. As a result, the company covers every crucial aspect for life sciences clients research and development (R&D) activities with drug discovery powered by data and AI, AI-powered intelligent clinical trials for optimization of design and trial management and operation (including decentralized trials), and the move to intelligent manufacturing, intelligent supply chain, and connected health. On top of that, Capgemini develops comprehensive regulatory-compliance solutions for the life sciences industry, leverages the power of its sales and marketing activities, and provides patient services.

The company partners with major pharma suppliers and delivers highly scalable data strategy, system development and engineering, platforming, and advanced AI services across the end-to-end drug discovery and clinical trials value chain. Specifically, Capgemini provides AI Studio for Drug Discovery, a highly flexible, scalable, and comprehensive AI and data science innovation partnership to accelerate R&D cycle times, improve quality, and automate complex processes. Intelligent Clinical Trials is another solution. It enhances and transforms clinical trials modeling, planning, and execution. The advanced solution accelerates time-to-market, reduces costs, and improves patient engagement by leveraging AI, analytics, and digital platforms. The data-driven approach helps customers better understand diseases and patients' needs, identify therapies with higher potential, and accelerate time-to-market development.

With its Intelligent Factory, Capgemini helps companies strategize, deploy, accelerate and secure their next-generation smart operations at scale. Specifically, the Intelligent Factory ensures lifecycle management (serialization, tech transfer, product lifecycle management, and Digital Twin); Digital Manufacturing (enhanced workers, yield improvement, enhanced visibility, predictive maintenance); digital quality and compliance (digital training, automation of quality activities, non-conformances clustering, automated batch release, in-silico inspections), sustainability, and digital backbone to support all the initiatives.

Today, life sciences companies have many regulatory requirements, which are sources of repetitive processes that are time- and cost-intensive, including low value-added manual tasks handled, rising compliance costs. Thus, finding the right balance between compliance and expenses is a considerable challenge for life sciences companies.

Responding to these demands, Capgemini introduced its unrivaled Compliance 4.0 approach that enhances the monitoring, processing, and mastery of compliance activities to improve performance and reduce costs. Supported by change management, the company's end-to-end agile approach brings automation to compliance activities, digitalization to quality processes, and digital control tower.

Capgemini accelerates clients' compliance journey while enabling consistency across the value chain and improving cycle times and compliance. Furthermore, its experts are involved in the International Committee on Harmonization. They have invaluable first-hand experience with European Regulations through their interactions with the European Medicines Evaluation Agency and drug submission efforts through both Centralized and Mutual Recognition Procedures.<sup>1</sup>

The company believes advances in the supply chain can ensure competitive advantage in sales channels and accelerate new product launches, driving profits for life sciences companies. Capgemini introduced its Intelligent Supply Chain to bring these values, unleashing the power of AI and blockchain to enhance demand planning accuracy and control logistics. It works closely with clients to develop client-specific supply-chain opportunities spanning management consulting through systems integration. The company's supply-chain solution focuses on two industry-leading strategies: internal efficiency through operations excellence and external effectiveness through commercial transformation.<sup>2</sup>

Also, Capgemini conceives, designs, and develops intelligent connected health and software-as-a-medical-device solutions at scale. Furthermore, it has built a robust framework of capabilities to help clients grow from pilots to scale.

With its powerful digital transformation pillars, Capgemini aims to bring significant differentiators for the industry, e.g., 5 to 10 times acceleration to identify an active module for drug discovery, 50% reduced cost and time for clinical trials, and 20% to 30% decreased cycle times for manufacturing.

Frost & Sullivan appreciates how Capgemini's industry-leading solutions add value to customers' operations and contribute to their effective and sustained success. Capgemini continues its robust growth while developing innovative products that meet market and customer needs.

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<sup>1</sup> *Global Regulatory Compliance*, <https://www.capgemini.com/service/global-regulatory-compliance/>, accessed July 2021

<sup>2</sup> *Supply Chain Management for Life Sciences*, <https://www.capgemini.com/service/supply-chain-management-for-life-sciences/>, accessed July 2021

### ***End-to-end Capabilities Help Build Strategic Scaling up Partnerships***

Capgemini understands that advanced technology is not enough to achieve an industry-leading position. Thus, it combines industry-leading standards in its solutions and a unique “people-first” approach to ensure unrivaled value delivery for customers. People (patients, providers, team members, and partners) are at the center of everything Capgemini does and every innovation it brings to the market. The company leverages over 15,000 employees globally supporting the life science industry and serves all top 20 global biopharma companies.

Capgemini’s mission is to support clients through the R&D value chain and become a strategy scaling-up partner by leveraging its breadth, depth, and wealth of capabilities. It combines depth of expertise, global scale, and a start-up mindset to be a true strategic partner for customers. The company provides end-to-

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**- Pavel Zhebrouski, Best Practices Research Analyst**

end capabilities: from strategy to business case to design, development, and customer support. Also, it brings a unique set of assets, certifications, and a partner ecosystem to de-risk the client journey. Capgemini’s best-in-class technology partnerships across the pharma value chain include Microsoft, AWS, Philips, and SAP. Also, it participates in centers of excellence like Catapult, Decentralized Trials and Research Alliance, and CFS-ITS Bioproduction.

Capgemini creates a unique customer value proposition by combining all the capabilities. Beyond its on-demand services, the company is a strategic partner, supporting clients. It acts both as a strategic and joint venture partner. For instance, in Europe, Capgemini works with Sanofi’s additional health accelerator launch. Indeed, the company sees many exciting opportunities to elevate itself and its clients, driving the reinvention of life sciences.

Capgemini has a proven track record in breakthrough innovations across various applications. Notably, together with a global pharma leader, it introduced the world’s first wireless cardiac pacing system for heart failure. Working with Sanofi, the company brings AI, augmented reality, and virtual reality solutions to unlock quality and efficiency in Pharma. Also, Capgemini provides a rapid diagnosis for skin cancer by applying deep learning algorithms in another partnership with a global pharma leader. Other prominent successful cooperation examples include: collaboration with PK vitality, introducing innovative K’Track Glucose, the new-generation tracker to measure blood glucose, and Biovotion, enabling medical-grade vital sign monitoring outside the hospital. Noteworthy, Capgemini effectively responds to the dramatic challenges of the COVID-19 pandemic, allowing future-proofing supply chains and joining UNICEF’s efforts to help ensure equitable access to COVID-19 vaccines, tests, and treatments around the world.

Nurturing close relationships with its customers and partners to understand their actual needs and the market shifts they experience are vital to Capgemini’s strategy. Thus, solutions’ functionality corresponds to the real needs of end-users. Furthermore, the company stays close to customers’ digital transformation needs, collects their feedback, shares best practices, and drives industry-wide innovations for broader customer success. Capgemini actively supports its clients in scaling up their innovations.

Notably, the company provides senior executive top-level interactions for each client. Furthermore, it runs a Net Promoter Score survey every quarter and performs an engagement product-specific quality assessment across the life of a project. This approach and intelligence help Capgemini solve clients' challenges while constantly improving beyond measuring clients' engagement. In addition to key performance indicators, its experience and added customer value differentiate the company. Capgemini's actual measurement of success lies in accomplishing business goals for its clients and achieving patient outcomes while delivering projects on time.

With a remarkable can-do attitude, the company is well-positioned for the current and upcoming trends in the life sciences industry as it addresses the most pressing market challenges through innovative solutions with compliance to international standards. Its commitment to driving digital transformation is the cornerstone of its outstanding operations, consistently achieving superior performance. Capgemini's successful history of operation further strengthens its credibility and demonstrates its wealth of experience.

## Conclusion

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The life sciences industry undergoes significant digital transformation bolstered by the COVID-19 pandemic impact. Nevertheless, the pharmaceutical industry faces challenges of increasing costs and time across the value chain from drug discovery to clinical trials. Thus, there is a need to effectively leverage data, artificial intelligence (AI), and intelligent systems to make the drug discovery process more efficient and reduce time-to-patient for novel drugs and therapies.

To address the challenges across the life sciences industry, Capgemini provides its ground-breaking Intelligent Industry end-to-end capabilities. The company covers every crucial aspect for life sciences clients: research and development study with drug discovery powered by data and AI, intelligent clinical trials powered by AI for equipment design and trial management and operation optimization, decentralized trials, and move to intelligent manufacturing, intelligent supply chain, and connected health.

On top of that, Capgemini develops comprehensive regulatory-compliance solutions for the life sciences industry, leverages the power of its sales and marketing activities, and offers patient services. Its market-leading position is the result of aligning its remarkable capabilities and resources to optimize customers' performance through cost-reduction and accelerating time to care. Capgemini's mission is supporting clients while becoming a strategic scaling-up partner through its breadth, depth, and wealth of capabilities.

For its commitment to innovation, end-to-end capabilities, and the value behind its industry-leading solutions, Capgemini earns Frost & Sullivan's 2021 Global Company of the Year Award in the digital transformation services in the life sciences industry.

## What You Need to Know about the Company of the Year Recognition

Frost & Sullivan's Company of the Year Award is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

### Best Practices Award Analysis

For the Company of the Year Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

#### *Visionary Innovation & Performance*

**Addressing Unmet Needs:** Customers' unmet or under-served needs are unearthed and addressed by a robust solution development process

**Visionary Scenarios Through Mega Trends:**

Long-range, macro-level scenarios are incorporated into the innovation strategy through the use of Mega Trends, thereby enabling first-to-market solutions and new growth opportunities

**Leadership Focus:** Company focuses on building a leadership position in core markets and on creating stiff barriers to entry for new competitors

**Best Practices Implementation:** Best-in-class implementation is characterized by processes, tools, or activities that generate a consistent and repeatable level of success

**Financial Performance:** Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

#### *Customer Impact*

**Price/Performance Value:** Products or services provide the best value for the price compared to similar market offerings

**Customer Purchase Experience:** Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

**Customer Ownership Experience:** Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

**Customer Service Experience:** Customer service is accessible, fast, stress-free, and high quality

**Brand Equity:** Customers perceive the brand positively and exhibit high brand loyalty

