

SCIENCESOFT RECEIVES THE 2023 ENABLING TECHNOLOGY LEADERSHIP AWARD

*Identified as best in class in the North American
medical devices connectivity industry*



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. ScienceSoft excels in many of the criteria in the medical devices connectivity space.

AWARD CRITERIA	
<i>Technology Leverage</i>	<i>Customer Impact</i>
Commitment to Innovation	Price/Performance Value
Commitment to Creativity	Customer Purchase Experience
Stage Gate Efficiency	Customer Ownership Experience
Commercialization Success	Customer Service Experience
Application Diversity	Brand Equity

Demonstrates Commitment to Innovation by Meeting Market Demands

Amid an ongoing pandemic, rising healthcare burden, and aging populations, companies providing digital medical device solutions, including connectivity with electronic patient records, are in demand. Frost & Sullivan estimates indicate the global medical devices connectivity market was worth over \$1 billion in 2021 and is likely to exceed \$5 billion in 2026.

“ScienceSoft provides electronic medical and health records and health information systems to enterprise solutions providers, medical device OEMs, life sciences organizations, and hospitals. The company also develops predictive analytics solutions, expected to be the future of healthcare as they allow healthcare organizations to focus on precision medicine, behavioral health, remote patient monitoring, and chronic and infectious diseases management.”

**– Bhaskar Vittal,
Industry Principal**

Founded in 1989, ScienceSoft is a leading medical device connectivity solutions provider. The company started as a small product solutions provider and shifted in 2002 into an IT services provider. Operating in IT consulting and software development services, it offers healthcare system and internet of things (IoT) solutions for the connected medical devices market.

Healthcare is ScienceSoft’s number one business unit, recording over 20% year-on-year revenue growth between 2020 and

2021, with the US market accounting for most of its healthcare revenue. The company’s medical device connectivity solutions support electronic patient records providers, hospitals, and medical device manufacturers.

For each project, ScienceSoft chooses the best-fitting technology to enable medical device and sensor connectivity, such as wi-fi, 5G, Bluetooth, Bluetooth Low Energy, near-field communication, Zigbee, narrowband IoT, and long range. The company's healthcare IT experts study device capabilities and limitations, medical software specifics, and budget expectations when designing for connectivity. For example, ScienceSoft developed a wearable platform for therapists and patients in the remote physical rehabilitation project. It created custom algorithms for wearable sensors that enhanced the accuracy of joint mobility measurements, personalizing care plans and achieving better health outcomes.

Frost & Sullivan commends ScienceSoft's commitment to innovation and its ability to transform itself to meet present and future market demand for end-to-end medical device connectivity.

Ensures Excellent Customer Purchase Experience

Headquartered in the United States with operations in Europe, the United Kingdom, and Gulf countries, ScienceSoft has over 700 employees. It works with companies from more than 70 countries, with 350 clients each in the United States and Europe. This indicates ScienceSoft's global outreach and commitment to its varied client base. The vendor generates 75% of its revenue from contracts lasting over a year, demonstrating its ability to work with multiple vendors across countries and tailor solutions for their unique requirements.

Secure, reliable, efficient, and versatile solutions enable the company to become a valuable and trusted business partner for clients. In addition, its comprehensive medical device connectivity solutions ensure clients purchase products that address their individual needs. ScienceSoft launches each project after thoroughly analyzing the customer's business needs, existing processes, and marketing niche. This allows the company to design and implement tailored IT solutions to enable customers to achieve their goals.

Application Diversity Drives Continuous Demand for its Products and Services

ScienceSoft provides electronic medical and health records and health information systems to enterprise solutions providers, medical device OEMs, life sciences organizations, and hospitals. The company also

"Frost & Sullivan believes ScienceSoft's analytics program and medical devices connectivity solutions allow it to anticipate upcoming market demand through predictive analytics."

***– Bhaskar Vittal,
Industry Principal***

develops predictive analytics solutions, expected to be the future of healthcare as they allow healthcare organizations to focus on precision medicine, behavioral health, remote patient monitoring, and chronic and infectious diseases management. In addition, it offers customers cloud-based solutions to make their data highly reliable and secure.

With 11 years of experience in IoT, ScienceSoft implements it in various industries, mainly healthcare, manufacturing, and retail. The leading IoT applications in healthcare are remote patient monitoring and healthcare asset, medical staff, and patient tracking. For instance, ScienceSoft created a prototype of a home patient care platform using smart home devices. The solution collects, integrates, and analyzes data from multiple wearable and non-wearable sensors and medical devices. The internet of medical things solution automates monitoring elderly patients at home while ensuring a holistic view of their health and independent living.

ScienceSoft also analyzes connected medical device data to develop advanced analytics capabilities that provide insights into patient health and disease progression. Another vital aspect of the company's analytics program is that it gives operators information on medical devices' functioning, including battery charging stage and life. This enables clients to identify inefficiencies and malfunctions and adhere to device replacement timelines.

Frost & Sullivan believes ScienceSoft's analytics program and medical devices connectivity solutions allow it to anticipate upcoming market demand through predictive analytics.

Predictive Maintenance and Remote Troubleshooting Enhance the Customer Service Experience

There is a strong demand for companies that can provide advanced digital solutions and enriching and long-lasting customer relationships. Developing solutions that meet clients' specific needs enables ScienceSoft to improve its business performance and maintain enduring relationships. The company's medical device connectivity solutions are vendor-agnostic, allowing clients to choose products based on their specific requirements and pricing points. This helps ScienceSoft deliver medical device connectivity solutions to its primary customers, healthcare facilities.

Predictive maintenance and remote troubleshooting of connected medical devices are ScienceSoft's critical service offerings for clients. The company uses medical device data and machine learning algorithms for predictive maintenance, enabling well-planned maintenance schedules that ensure minimal device and system downtime. It also has capabilities in remote configuration and management of medical device connectivity.

Successful Commercialization of its Medical Devices Connectivity Solutions

ScienceSoft has worked with healthcare and life sciences organizations and medical devices companies since 2005 for their software and digital solutions needs. Technical expertise, a profound understanding of client requirements, and the ability to offer integrated solutions have allowed the company to transform from a small product solutions provider to a leading digital solutions provider for connected medical devices. Its diverse and decades-long experience in healthcare enables ScienceSoft to develop IT and IoT solutions for healthcare organizations. The key to ScienceSoft's success is its focus on timely deliverables, allowing it to achieve continued commercial success.

The company conceptualizes specific client requirements for connected medical devices to create a flexible and scalable solution. With a strong track record in regulatory compliance, it also ensures the solutions comply with the General Data Protection Regulation, Health Insurance Portability and Accountability Act, and Health Information Technology for Economic and Clinical Health Act.

ScienceSoft has completed over 100 successful IT projects for healthcare providers and software product companies. To help customers gain a high return on investment and maximum value, the company focuses on each project's specifics and constraints and designs the custom software accordingly. It then develops a minimal viable product with a set of priority features, which is a highly efficient approach. On average, ScienceSoft healthcare solutions record a user satisfaction score of up to 96%, with customers decreasing their IT operating costs by 5% to 35%.

An example of a successful project is the mobile app development for an IoT baby care system. The

customer is a distributor of globally acknowledged brands and owns several product lines in various industries, including healthcare. ScienceSoft created a baby care system concept based on the customer's detailed specifications. Within 11 months, ScienceSoft delivered iOS and Android apps and their back end. Users can connect the app via Bluetooth to the customer's branded devices, such as a natural light lamp, a scale and height meter, a formula milk maker, and a thermometer. With ScienceSoft's assistance, the customer published the Android and iOS apps on Google Play and App Store, respectively. The customer indicated total satisfaction with the apps and their back-end implementation.

A genetic screening kit manufacturer needed software to automate the processing of genetic screening tests in laboratories and validate test quality. After gathering and analyzing the customer's requirements, ScienceSoft's team designed, developed, integrated, and tested the lab diagnostics software. All project activities followed the In Vitro Diagnostic Medical Devices Regulation, Medical Device Regulation, IEC 62304, ISO 14971, ISO 13485, and IEC 82304-1 standard. In seven months, the customer received the fully functional CE-marked software and was ready to offer it to their clients. As a result, the customer improved its client experience with the genetic screening kits and ensured high test accuracy and fast result interpretation.

Data Security and Integrity Enable Positive Customer Ownership Experience

Patient data security is one of the main priorities of companies offering digital healthcare solutions. The United States and Europe have strict patient data protection requirements, which ScienceSoft easily fulfills. The company guarantees patient data security, evident from its ISO 27001 certificate. ScienceSoft also focuses on information security management through 24/7 in-house security monitoring and offers a cloud-based infrastructure that provides customers with high reliability and safety.

Cybersecurity is another pressing issue that concerns healthcare organizations, which makes it an important security feature for connected medical devices. ScienceSoft's robust cybersecurity program allows clients to plug system loopholes and avert data breaches.

ScienceSoft releases new application versions every 15 to 20 days through an agile software development model and cloud infrastructure management. This enables the company to offer clients additional value by improving their performance through timely updates and minimal downtime.

Conclusion

ScienceSoft, a strong player in the medical devices connectivity business, works with all medical devices connectivity ecosystem stakeholders. The company maintains excellent customer services and long-lasting relationships while pursuing developments in future growth areas such as cloud, predictive analytics, precision medicine, and cybersecurity for healthcare systems.

With its strong overall performance, ScienceSoft earns Frost & Sullivan's 2023 North American Enabling Technology Leadership Award in the medical devices connectivity industry.

What You Need to Know about the Enabling Technology Leadership Recognition

Frost & Sullivan's Enabling Technology Leadership Award recognizes the company that applies its technology in new ways to improve existing products and services and elevate the customer experience.

Best Practices Award Analysis

For the Enabling Technology Leadership Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

Technology Leverage

Commitment to Innovation: Continuous emerging technology adoption and creation enables new product development and enhances product performance

Commitment to Creativity: Company leverages technology advancements to push the limits of form and function in the pursuit of white space innovation

Stage Gate Efficiency: Technology adoption enhances the stage gate process for launching new products and solutions

Commercialization Success: Company displays a proven track record of taking new technologies to market with a high success rate

Application Diversity: Company develops and/or integrates technology that serves multiple applications and multiple environments

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

