ISG Provider Lens®

# Life Sciences Digital Services

A research report evaluating IT service provider and CRO capabilities across key areas

**BROCHURE | MARCH 2026 | GLOBAL**

Table of Contents

# Introduction

The life sciences industry is undergoing rapid digital transformation, driven by the need for accelerated innovation and regulatory compliance. Advanced technologies such as AI, ML, cloud computing and automation are redefining R&D and clinical operations. However, seamlessly integrating these technologies remains a challenge due to the fragmented, incomplete and siloed nature of data. Thus, data governance, master data management and standardization have emerged as critical priorities as organizations aim for end-to-end data centricity across discovery, development and commercialization.

With innovation costs rising, life sciences firms are compelled to adopt scalable digital strategies that deliver measurable outcomes. Cloud-based data platforms, Good x Practice (GxP)-compliant AI environments and interoperable ecosystems are becoming foundational to efficient operations. The focus has shifted from experimentation to enterprise-grade transformation, with GenAI copilots supporting protocol design, labeling, safety reporting and commercial analytics under strong model governance and validation frameworks.

Key enablers include platform consolidation, patient-centric design, and hybrid trial models. Clearer regulations on decentralized trials and remote monitoring are accelerating digital adoption, improving diversity and shortening the time to market.

Life sciences clients are seeking partners to modernize legacy systems, unify data and AI platforms and deliver outcome-based managed services. CROs are becoming technology-enabled strategic partners by using AI, automation, analytics and real-time collaboration to enhance trial design, execution and competitiveness.

# Blueprint – Lifescience Digital Services – Service providers

**Innovation, Emerging Technologies (AI - ML– Analytics– Automation – Health Insights)**

**Partnerships (Hyperscalers and Tech Vendors, Manufactures) (Investment – Cobuild – Coinnovate)**

**Competency and Talent (Culture – Functional knowledge - Certifications)**

**Industry Focus and Alignment, Innovation Lab**

**Patient Experience and Engagement**

| | Capabilities | | | | |
|---|---|---|---|---|---|
| **Clinical Development Transformation** | Clinical Data Management (EDC/CDMS) | Trial Master Data Analytics & Reporting | Electronic Trial Master File (eTMF) | Risk-Based Monitoring (RBM) | Decentralised Clinical Trials (DCT) |
| **Patient Engagement Transformation** | Digital Patient Recruitment & Retention | eConsent & eCOA/ePRO Platforms | Virtual/Hybrid Trial Enablement | Remote Patient Monitoring (RPM) | Adherence & Engagement Analytics |
| **Pharmacovigilance & Regulatory Transformation** | Case Intake & ICSR Automation | Signal Detection & Safety Analytics | Regulatory Submissions (eCTD, IDMP, xEVMPD) | Labeling & Compliance Management | Benefit–Risk Analysis Dashboards |
| **Manufacturing & Supply Chain Digitalization** | Connected Manufacturing (IoT & MES Integration) | Predictive Maintenance & Digital Twin | eQMS & CAPA Automation | End to end trackability | Smart Factory |
| **Commercial & Medical Affairs Digital Evolution** | Omnichannel HCP Engagement Platforms | Field Force Enablement & CRM Modernization | Market Access & Pricing Analytics | HEOR/Real-World Evidence (RWE) Dashboards | Digital Content & MLR Compliance Automation |

**Technology Transformation and Consulting**

# Blueprint – Lifescience Digital Services -CROs

**Innovation, Emerging Technologies (AI - ML– Analytics– Automation – Health Insights)**

**Partnerships (Hyperscalers and Tech Vendors, Manufactures) (Investment – Cobuild – Coinnovate)**

**Competency and Talent (Culture – Functional knowledge - Certifications)**

**Industry Focus and Alignment, Innovation Lab**

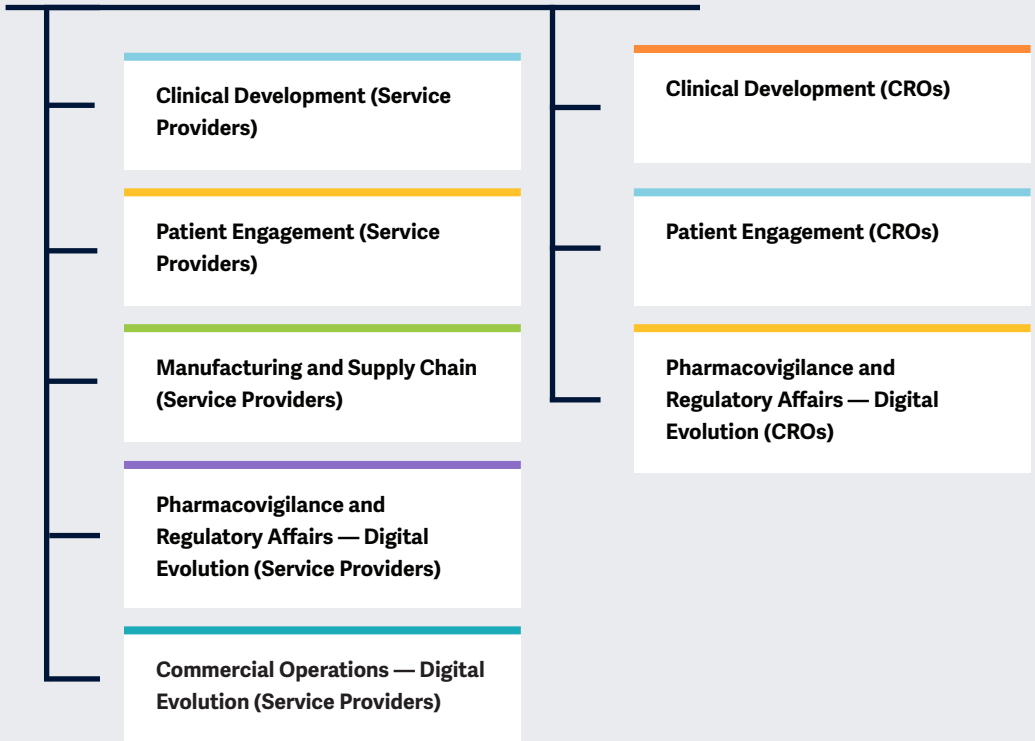
**Patient Experience and Engagement**

| | Capabilities | | | | |
|---|---|---|---|---|---|
| **Clinical Development Transformation** | Clinical Trial Management (CTMS) Solutions | Clinical Data Management (CDM) | Clinical Operations and Site Management Services | Clinical Strategy and Consulting | Regulatory Affairs Consulting and Compliance Services |
| **Patient Engagement Transformation** | Patient Recruitment and Retention Strategies | Patient Advocacy and Support Programs | Digital Health and Mobile Health Solutions | Patient Education and Information Materials | Patient Enrollment Optimization |
| **Pharmacovigilance & Regulatory Transformation** | PVG – Adverse Event Case Management | PVG – Aggregate Reporting | PVG – Analytics and Signal Intelligence | RA – QMS Support | RA - Regulatory Information Management Systems |

**Technology Transformation and Consulting**

This study focuses on digital transformation solutions and services for the life sciences industry.

Simplified Illustration Source: ISG 2025




**Scope of the report**

The ISG Provider Lens® Life Sciences Digital Services 2026 offers the following to business and IT decision-makers:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers and CROs by segments on their competitive strengths and portfolio attractiveness
- Focus on the global market

Our study serves as an important decision-making basis for positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current provider relationships and potential engagements.

**Definition**

This quadrant evaluates service providers based on their capabilities and strategic vision in clinical development, including technology and services that facilitate efficient, compliant and data-driven drug development. Clinical development spans the entire lifecycle of a clinical trial, across study design, site selection, patient recruitment, data capture, monitoring and regulatory submission. Service providers are assessed on their ability to deliver digital, AI-enabled and cloud-based solutions that improve trial speed, quality and patient engagement while ensuring GxP compliance.

The evaluation also considers innovation in decentralized and hybrid trial models, as well as the integration of real-world evidence (RWE) and platform-driven delivery. Providers that combine deep domain expertise with scalable technology platforms and collaborative engagement models are well positioned to lead the next generation of connected intelligent clinical development.

Eligibility Criteria

1. Long-term commitment to clinical innovation, investment in domain expertise and alignment with industry priorities such as **decentralized trials, AI adoption** and **patient-centric models**
2. Breadth and maturity of offerings across **eClinical platforms, data management, pharmacovigilance (PV)** and **regulatory solutions**
3. Expertise in delivering **validated, compliant and interoperable** systems leveraging **cloud, AI and automation**
3. Proven ability to **scale globally,** maintain **quality and compliance,** and deliver complex multiregion projects efficiently through **agile and automated delivery models**
4. Demonstrated thought leadership in **hybrid and digital trials, RWE integration** and **data-driven decision-making** using advanced analytics and GenAI tools
5. Evidence of measurable impact in **accelerating study timelines, reducing operational costs** and **enhancing data integrity.**
6. Positive **client feedback** and **referenceable success stories,** reinforcing market credibility
7. Strong alliances with **technology vendors, CROs** and **regulators,** enabling end-to-end transformation across the clinical value chain

**Definition**

This quadrant evaluates service providers' capabilities and strategic vision in patient engagement, focusing on how technology enables personalized, connected and compliant interactions across the patient journey. Providers are also assessed on their ability to deliver omnichannel engagement platforms, mobile health solutions and digital therapeutics that enhance patient adherence, education and retention. The evaluation also emphasizes the integration of AI, analytics and real-world data to drive actionable insights and improve outcomes. Providers are also evaluated on their capacity to ensure data privacy, system interoperability and support for virtual care models, patient support programs and wearable-driven monitoring. Leading providers in this space should combine life sciences expertise with robust digital platforms to help biopharma and medtech companies build patient-centric ecosystems that foster trust, engagement and long-term health outcomes.

Eligibility Criteria

1. Clear focus on **patient-centric transformation,** investments in **digital health** and alignment with next-generation **experience-driven care models**
2. Comprehensive **omnichannel, mobile** and **digital therapeutic** platforms powered by **AI, analytics** and **remote monitoring** capabilities
3. Strong emphasis on **human-centered design,** creating seamless, accessible and **trust-building interfaces** that boost patient satisfaction and adherence
4. Robust **data privacy, security** and **interoperability** frameworks ensuring compliance with the **Health Insurance Portability and Accountability Act (HIPAA), GDPR** and healthcare regulations
5. Proven innovation in **wearable integration, virtual care, chatbots** and **behavioral insights** for proactive patient engagement
6. Demonstrated ability to **deploy services globally,** maintaining high **reliability, compliance** and measurable engagement outcomes
7. Tangible improvements in **protocol adherence** and outcomes, and **care coordination,** supported by strong ROI and **ecosystem collaboration**

**Definition**

This quadrant evaluates service providers' capabilities and strategic vision in manufacturing and supply chain within the life sciences sector. It assesses how providers facilitate digitally connected, compliant and resilient operations across drug and device manufacturing, logistics and distribution. Key assessment areas include smart factory initiatives, IoT-driven production, AI-based demand forecasting and real-time supply visibility. Providers are assessed on their ability to integrate manufacturing execution systems (MES), laboratory information management systems (LIMS), ERP and quality management systems (QMS) to ensure traceability, quality and compliance . The assessment also covers sustainability initiatives, cold chain integrity and digital twin adoption for process optimization. Leaders in this space should combine extensive life sciences expertise with strong digital engineering and analytics capabilities to build agile, adaptive supply networks that enhance efficiency, ensure product quality and accelerate time to patient access.

Eligibility Criteria

1. Clear road map for **digital manufacturing transformation,** aligned with life sciences priorities such as **regulatory compliance, sustainability** and **supply resilience**
2. Capability in integrating **MES, LIMS, ERP** and **QMS,** alongside **AI, IoT** and **digital twin** technologies for smart operations
3. Proven ability to drive **process automation, predictive maintenance** and **quality control** while ensuring **GxP compliance** and minimizing downtime
4. Capability to deliver **end-to-end traceability, real-time analytics** and **AI-based forecasting** to improve agility and demand-supply alignment
5. Expertise in **smart factory, connected plant** and **sustainable supply chain** initiatives that optimize efficiency and reduce carbon footprint
6. Global delivery strength, domain-certified talent and consistent performance in **multisite and cross-regional implementations**
7. Demonstrated outcomes in **cost optimization, cycle time reduction** and **enhanced compliance and quality metrics** through digital enablement

**Definition**

This quadrant evaluates service providers' capabilities and strategic vision in PV and regulatory affairs, with a focus on technology-enabled solutions for drug safety, compliance and submission efficiency. It assesses their ability to deliver AI-driven case processing, signal detection and regulatory intelligence platforms for real-time monitoring and expedited decision-making. Key evaluation areas include safety workflow automation, cloud-based regulatory information management (RIM) and data integration across global submissions. Providers are also assessed on their expertise in complying with evolving regulations, such as the Identification of Medicinal Products (IDMP), and the requirements set forth by the European Medicines Agency (EMA) and the FDA. Another criterion is their ability to drive predictive safety analytics and global regulatory harmonization. Industry leaders should combine domain knowledge with digital innovation to help life sciences organizations achieve end-to-end safety visibility, regulatory agility and risk-free product lifecycle management.

Eligibility Criteria

1. Clear focus on advancing **drug safety** and **regulatory transformation** through digital, AI and automation-driven strategies aligned with global compliance trends
2. Ability to deploy **AI-enabled case processing, signal detection, RIM** and **submission tracking** platforms
3. Proven ability to ensure adherence to **FDA, EMA** and **IDMP** standards through strong **audit readiness** and **data integrity** frameworks
4. Expertise in **workflow automation, NLP** for literature screening and **cloud-based PV/RIM modernization** to boost operational efficiency
5. Capability to unify **safety, clinical and regulatory data** for **real-time analytics, risk assessment** and **predictive signal management**
6. Competence in **AI-driven safety analytics, regulatory intelligence** and **global submission automation** to accelerate time to compliance
7. Demonstrated value through **expedited case closure, reduced compliance risk** and **enhanced transparency** across the product lifecycle

**Definition**

This quadrant evaluates service providers' capabilities and strategic vision in commercial operations, focusing on how their technology enables data-driven, omnichannel engagement and commercial excellence for life sciences organizations. It assesses providers' ability to deliver integrated solutions for CRM modernization, marketing automation, field force effectiveness and advanced analytics that enhance CX and sales performance. Key evaluation areas include AI-driven insights, next best action models and content personalization to optimize healthcare provider (HCP ) and patient engagement. Providers are also assessed on their ability to integrate data, comply with regulations and connect commercial, medical and market access functions through unified digital platforms. Leaders in this space should combine in-depth life sciences domain expertise with strong analytics, automation and cloud capabilities to drive commercial agility, customer centricity and sustainable growth in an evolving digital marketplace.

Eligibility Criteria

1. Clear road map for **commercial digital transformation,** focusing on **omnichannel engagement, customer centricity** and **data-driven decision-making**
2. Expertise in **CRM modernization, marketing automation, field force enablement** and **analytics platforms** that unify sales, marketing and medical operations
3. Strength in deploying **AI and ML models, next-best-action engines** and **predictive insights** to optimize customer outreach and commercial performance
4. Proven capability to integrate **real-world data, HCP engagement data** and **market intelligence** into cohesive, compliant ecosystems
5. Track record of delivering **large-scale CRM transformations, campaign orchestration** and **cloud-based solutions** with measurable business impact
6. Expertise in **personalization, content automation** and **digital engagement platforms** that elevate CX
7. Demonstrated outcomes in **sales productivity, marketing ROI** and **go to market,** backed by strong CSAT and measurable KPIs

**Definition**

This quadrant evaluates CROs' capabilities and strategic vision in delivering clinical development services that drive efficiency, innovation and compliance across the drug development lifecycle. It assesses how CROs leverage digital platforms, AI, analytics and automation to enable efficient and high-quality clinical trials. Key evaluation areas include protocol design, site selection, patient recruitment, trial execution, data management and regulatory submissions.

The evaluation also focuses on CROs' ability to adopt decentralized and hybrid trial models, enhance data transparency and integrate RWE to improve decision-making. CROs are also assessed on their global delivery reach, therapeutic expertise and technology partnerships that enable agility and scalability. Leaders in this quadrant should combine scientific depth with digital innovation to deliver accelerated, cost-efficient and patient-centric clinical research outcomes for sponsors.

Eligibility Criteria

1. Focus on **clinical innovation,** investment in **digital transformation** and alignment with sponsor needs for trial **speed, quality and patient centricity**
2. Proven ability to deliver **end-to-end clinical services,** from **protocol design** to **regulatory submission,** with high efficiency and compliance
3. Strength in leveraging **AI, automation and analytics** to enhance **trial design, monitoring** and **data-driven decision-making**
4. Capability to execute decentralized clinical trials **(DCTs)** and **hybrid models** using **remote monitoring, eConsent** and **telehealth** tools for improved patient engagement
5. Effective use of **data platforms, EHR and RWE integration** and **cloud-based trial management systems** to ensure transparency and scalability
6. **In-depth domain knowledge** and specialized capabilities across multiple **therapeutic areas** and **complex study designs**
7. Strong record of **sponsor collaboration, on-time delivery** and measurable outcomes in **cost reduction** and **trial acceleration**

**Definition**

This quadrant evaluates CROs' capabilities and strategic vision in driving patient engagement across the clinical development lifecycle. It assesses how CROs leverage digital technologies, data and behavioral insights to enhance patient recruitment, retention and experience in both traditional and decentralized trials. Key evaluation areas include their omnichannel engagement platforms, mobile applications, wearables and AI-driven analytics that enable personalized, real-time interaction with participants. The evaluation also considers CROs' ability to ensure data privacy, regulatory compliance and inclusive trial design for diverse patient populations. Leaders in this quadrant should integrate patient-centric strategies with advanced technology ecosystems, helping sponsors improve study participation, adherence and outcome quality, while building long-term trust and transparency in clinical research.

Eligibility Criteria

1. Strong commitment to **patient-centric clinical research,** supported by investments in **digital engagement** and **behavioral science–based strategies**
2. Strength in deploying **omnichannel solutions, mobile applications, wearables** and **virtual engagement tools** that enhance patient connectivity and experience
3. Proven ability to improve **patient identification, onboarding and retention** through **AI-driven targeting, education** and **personalized communication**
4. Focus on **inclusive trial design** and **community engagement** to expand reach among **underrepresented populations**
5. Strong frameworks ensuring **HIPAA and GDPR compliance, secure data management** and transparent consent practices
6. Use of **real-time analytics** and **predictive models** to monitor engagement, identify risks and optimize study outcomes
7. Demonstrated impact in **reducing recruitment timelines, enhancing adherence** and **improving trial success rates** through patient-first approaches

**Definition**

This quadrant evaluates CROs' capabilities and strategic vision in PV and regulatory affairs, focusing on their effectiveness in managing drug safety, compliance and global submissions. It assesses how CROs leverage AI, automation and analytics to enhance case processing, signal detection and regulatory intelligence. Key evaluation areas include end-to-end safety operations, risk management planning and cloud-based RIM systems that ensure efficiency and accuracy. The evaluation also considers expertise in navigating regulations established by the FDA and EMA and adherence to IDMP standards, along with the ability to manage complex multiregion submissions and post-market surveillance. Leaders in this quadrant should combine scientific depth, digital innovation and operational excellence to help sponsors achieve compliance, fast approvals and proactive safety monitoring across the product lifecycle.

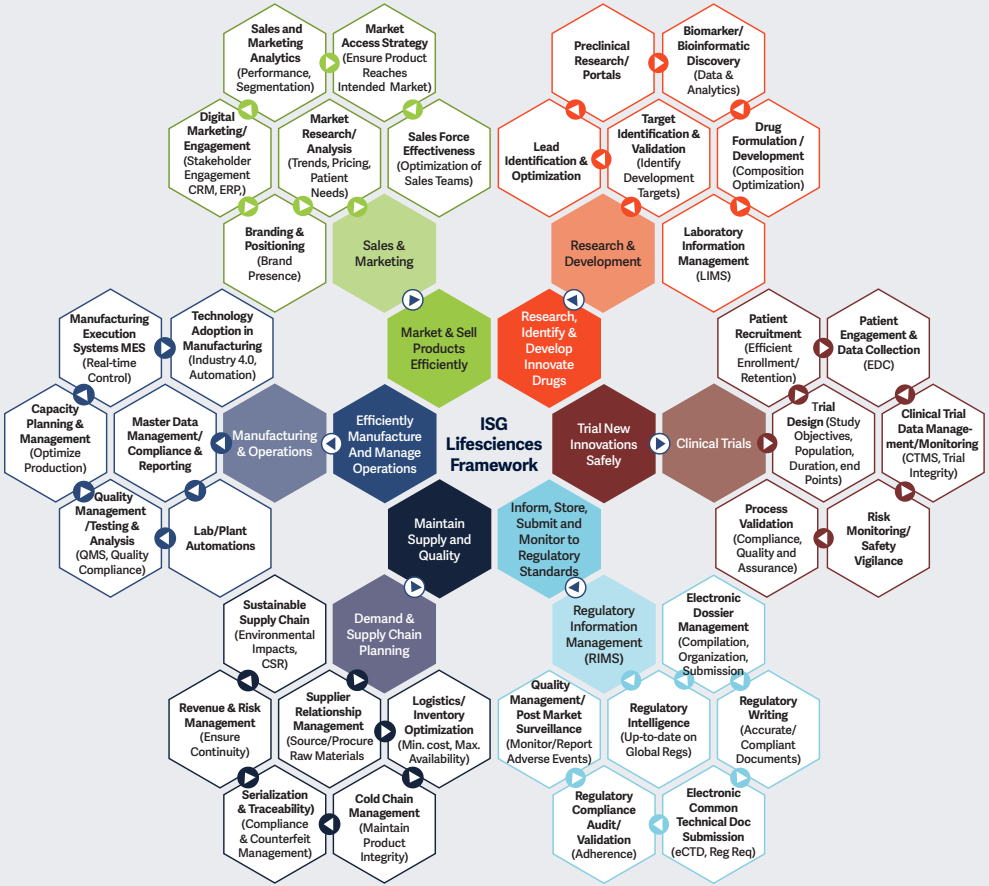
Eligibility Criteria

1. Focus on advancing **drug safety** and **regulatory excellence** through digital innovation, automation and strong domain expertise
2. Proven ability to deliver **end-to-end PV services,** from **case intake** and **signal detection** to **risk management,** with consistency and compliance
3. Deep understanding of **global health authority requirements,** such as those set by the FDA, EMA and Medicines and Healthcare products Regulatory Agency (MHRA), as well as IDMP standards, combined with experience in managing **multiregion submissions**
4. Strength in using **AI, ML** and **RPA** for **case processing, literature screening** and **regulatory intelligence automation**
5. Robust frameworks for **data integrity, audit readiness** and **secure, validated systems** that ensure end-to-end compliance
6. Ability to use **predictive analytics** and **real-time dashboards** for proactive **signal management** and performance monitoring
7. Demonstrated success in **reducing case turnaround times, enhancing submission accuracy** and **improving regulatory response efficiency**

# ISG's Lifesciences Framework

Key characteristics of the proprietary framework:

- Provides an overview of enterprise activities in the life sciences market and facilitates their connection to digital solutions
- Represents the entire value chain of supply and demand within the market
- Inner tiles represent themes of enterprise objectives
- Outer tiles represent initiatives
- Behind each outer tile is a specific set of capabilities, with unique market leading providers and solutions



## Quadrants by Region

As part of this ISG Provider Lens® quadrant study, we are introducing the following eight quadrants on Life Sciences Digital Services 2026:

| Quadrant | Global |
|---|---|
| Clinical Development (Service Providers) | ✔ |
| Patient Engagement (Service Providers) | ✔ |
| Manufacturing and Supply Chain (Service Providers) | ✔ |
| Pharmacovigilance and Regulatory Affairs — Digital Evolution (Service Providers) | ✔ |
| Commercial Operations — Digital Evolution (Service Providers) | ✔ |
| Clinical Development (CROs) | ✔ |
| Patient Engagement (CROs) | ✔ |
| Pharmacovigilance and Regulatory Affairs — Digital Evolution (CROs) | ✔ |

The research phase falls in the period between December 2025 and February 2026, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in March 2026.

| Milestones | Beginning | End |
|---|---|---|
| Survey Launch | December, 3rd 2025 | |
| Survey Phase | December 4th, 2025 | January 10th, 2026 |
| Sneak Preview | March 2026 | |
| Press Release & Publication | April 2026 | |

Collecting client testimonials via the Star of Excellence™ Program requires early client referrals (no official reference needed) because CX scores have a direct influence on the provider's position in the IPL quadrant and the awards.

Please refer to the link to view/download the ISG Provider Lens® 2025 research agenda.

**Access to Online Portal**

You can view/download the questionnaire from here using the credentials you have already created, or refer to the instructions in the invitation email to generate a new password. We look forward to your participation!

**Buyers Guide**

ISG Software Research, formerly "Ventana Research," offers market insights by evaluating technology providers and products through its Buyer's Guides. The findings are drawn from the research-based analysis of product and customer experience categories, ranking and rating software providers and products to help facilitate informed decision-making and selection processes for technology.

In the course of the Global Capability Center IPL launch, we want to take advantage of the opportunity to draw your attention to related research and insights that ISG Research will publish in 2026. For more information, refer to the Buyers Guide research schedule.

**Research Production Disclaimer:**

ISG collects data for the purposes of conducting research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing the work identified by clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not produce ISG Provider Lens® reports. These decisions will be made based on the level and completeness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.

**ISG Star of Excellence™ — Call for nominations**

The Star of Excellence™ is an independent recognition of excellent service delivery based on the Voice of the Customer concept. ISG has designed the Star of Excellence program to collect client feedback about service providers' success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts are continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in its practitioner-led consulting approach.

Providers are invited to nominate their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

Our vision for the Star of Excellence is to become acknowledged as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement, please use the "Nominate (for Providers)" section on the Star of Excellence™ website.

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply.

Here is the email address:
star@cx.isg-one.com

ISG Star of Excellence

The ISG Provider Lens® March 2026 – Life Sciences digital services study analyzes the relevant software vendors/service providers in the global market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

**Study Sponsor:**
Iain Fisher

**Lead Author:**
Rohan Sinha and Sneha Jayanth

**Research Analyst:**
Rohan Sinha and Sneha Jayanth

**Data Analyst:**
Kruthika Sulghur

**Project Manager:**
Sreya Ghosh

Information Services Group Inc. is solely responsible for the content of this report. Unless otherwise cited, all content, including illustrations, research, conclusions, assertions and positions contained in this report were developed by, and are the sole property of, Information Services Group Inc.

The research and analysis presented in this report includes research from the ISG Provider Lens® program, ongoing ISG Research programs, interviews with ISG advisors, briefings with service providers and analysis of publicly available market information from multiple sources. The data collected for this report represent information that ISG believes to be current as of March 2026 for providers that actively participated and for providers that did not. ISG recognizes that many mergers and acquisitions may have occurred since then, but this report does not reflect these changes.

All revenue references are in U.S. dollars ($US) unless noted otherwise.

## Contacts For This Study

### Study Sponsor

Iain
Fisher

**Study Sponsor - Global**

Rohan
Sinha

**Lead Analyst & Research Analyst - Global**

Sneha
Jayanth

**Lead Analyst & Research Analyst - Global**

Kruthika
Sulghur

**Data Analyst**

Sreya
Ghosh

**Project Manager – Global**

**ISG Provider Lens® Advisors Involvement Program**

ISG Provider Lens® offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three consultant advisors participate as part of each study's quality and consistency review process. The consultant advisors ensure each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct. ISG advisors participate in each study as part of the consultant advisors' group and contribute at different levels depending on their availability and expertise.

The consultant advisors:

- Help define and validate quadrants and questionnaires,
- Advise on service provider inclusion, participate in briefing calls,
- Give their perspectives on service provider ratings and review report drafts.

## ISG Advisors for this study

Jenn Stein

**Partner & Co-Leader, ISG Manufacturing & Health Sciences**

Randy Tucker

**Partner**

Michael Fullwood

**Partner**

## Invited Companies

**If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.**

* Rated in previous iteration

4C Pharma Solutions
Accenture*
ACL Digital
Advanced Clinical*
Agilisium
All for One Group*
Allucent*
Altasciences*
Altimetrik*
Apexon*
Arriello
Asphalion
Atos*
Beyondsoft*
Birlasoft*
Brillio*
Caidya*
Capgemini*
Celerion*
Cencora Pharmalex*
CenExel*
Charles River Laboratories*
CitiusTech*
Clario*
Coforge*
Cognizant*
Conduent*
CTI
customertimes
Deloitte*
DXC Technology*
Emids
EMIS Health
EPAM
Evotec*
Fortrea*
Frontage Laboratories*
Fujitsu
Genpact*
HARMAN Digital Transformation Solutions*
HCLTech*
Hexaware*
Hitachi Digital Services*
HTC Global
ICON plc*
Indegene*
Infinite Computer Solutions
Infogain
Infosys*
Innova Solutions*
IQVIA*
Kyndryl*
LTIMindtree*
LTTS
Marlabs*
Medpace*
Navitas Lifesciences
NexusTek
NNIT
NTT Data

## Invited Companies

Orion Innovation*
Parexel*
Persistent Systems*
Point B
PPD*
Qserve Group
Quantiphi*
Rackspace
Softserve
Softtek
Sopra Steria
Stefanini*
Sutherland
Syneos Health*
Tata Elxsi*
TCS*
Tech Mahindra*
TFS International*
T-Systems*
UST*
Veristat*
Virtusa*
Wipro*
WNS*
Worldwide Clinical Trials*
WuXi AppTec*
Zensar Technologies*

## ISG Provider Lens®

The ISG Provider Lens® Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners.
ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens® research, please visit this webpage.

## ISG Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research™ delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties, cities) as well as higher education institutions. Visit: Public Sector.

For more information about ISG Research™ subscriptions, please email contact@isg-one.com, call +1.203.454.3900, or visit research.isg-one.com.

## ISG

ISG (Information Services Group) (Nasdaq: III) is a leading global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services sourcing that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth.

The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.

For more information, visit isg-one.com.

ISG Provider Lens®

**MARCH, 2026**

**REPORT: LIFE SCIENCES DIGITAL SERVICES**