



Everest Group Life Sciences Digital Services PEAK Matrix® Assessment 2025

Focus on Accenture

June 2025



Introduction

As life sciences enterprises navigate a complex and evolving business landscape, the adoption of digital technologies has become a cornerstone of their strategic growth. Emerging challenges such as global economic volatility, evolving regulatory frameworks, and increased competition in drug development and commercialization are compelling organizations to rethink their digital transformation roadmaps. In response, enterprises are prioritizing the integration of advanced technologies such as data, analytics, and Artificial Intelligence (AI) / gen AI across the life sciences value chain, with a major focus on faster and more successful time-to-market, unlocking operational efficiency and delivering personalized customer experience.

To support this shift, service providers are enhancing their capabilities through targeted investments in industry-specific solutions, co-innovation initiatives, and talent development. As the demand for digital services continues to accelerate, enterprises are seeking partners with deep domain expertise, agility, and a proven track record in delivering scalable and transformative solutions.

In the research, we present an assessment of 35 service providers featured on the [Life Sciences Digital Services PEAK Matrix® Assessment 2025](#). The assessment is based on Everest Group's annual Request for Information (RFI) process for the calendar year 2024, interactions with leading life sciences digital service providers, client reference checks, and an ongoing analysis of the medical devices digital services market.

The full report includes the profiles of the following 35 leading life sciences digital service providers featured on the life sciences digital services PEAK Matrix:

- **Leaders:** Accenture, Capgemini, Cognizant, HCLTech, Infosys, TCS, and Wipro
- **Major Contenders:** Agilisium, Altimetrik, Atos, Birlasoft, Brillio, CGI, CitiusTech, Deloitte, Emids, EPAM, Genpact, HARMAN, IBM, LTIMindtree, Nagarro Inc., NNIT, NTT DATA, Persistent Systems, Tech Mahindra, Virtusa, and Zensar
- **Aspirants:** Apexon, Coforge, EZEN, Orion Innovation, SoftServe, Stefanini, and WinWire

Scope of this report

Geography: global

Industry: Life sciences
(biopharmaceutical, medical devices, and others)

Services: Digital services

Life Sciences Digital Services PEAK Matrix® characteristics

Leaders

Accenture, Capgemini, Cognizant, HCLTech, Infosys, TCS and Wipro

- Leaders, whether possessing broad expertise in end-to-end solutions or specialized knowledge in niche areas, offer in-depth digital services across various life sciences functions, including drug discovery, clinical development, manufacturing, supply chain, and commercial activities, thereby establishing strong brand recall
- They maintain a global delivery footprint, serving a wide range of clients from emerging pharmaceutical companies and start-ups to established global providers, supported by a robust network of partnerships with system integrators, software providers, technology specialists, and service providers
- Leaders are recognized for their proactive approach to delivering innovative, next-generation services, showcasing impactful use cases in areas such as Decentralized Clinical Trials (DCTs) and precision medicine, thereby positioning themselves as thought leaders and strategic partners in the life sciences industry

Major Contenders

Agilisium, Altimetrik, Atos, Birlasoft, Brillio, CGI, CitiusTech, Deloitte, Emids, EPAM, Genpact, HARMAN, IBM, LTIMindtree, Nagarro Inc., NNIT, NTT DATA, Persistent Systems, Tech Mahindra, Virtusa and Zensar

- Major Contenders are investing in next-generation technologies such as AI, Machine Learning (ML), Natural Language Processing (NLP), and High Performance Computing (HPC), challenging Leaders in specific areas with their advanced capabilities, rather than tackling multiple fronts
- These providers comprise a diverse mix of global SPs, large and midsize firms, and life sciences specialists. While some utilize partner networks for implementation and customization services, many rely on their internal teams, leading to varied approaches to service delivery
- Major Contenders exhibit deep expertise in specific functional areas within the life sciences domain (for example, medical devices, clinical R&D, and sales and marketing) but need to improve the breadth of their digital offerings across the entire life sciences value chain to compete more effectively with Leaders

Aspirants

Apexon, Coforge, EZEN, Orion Innovation, SoftServe, Stefanini and WinWire

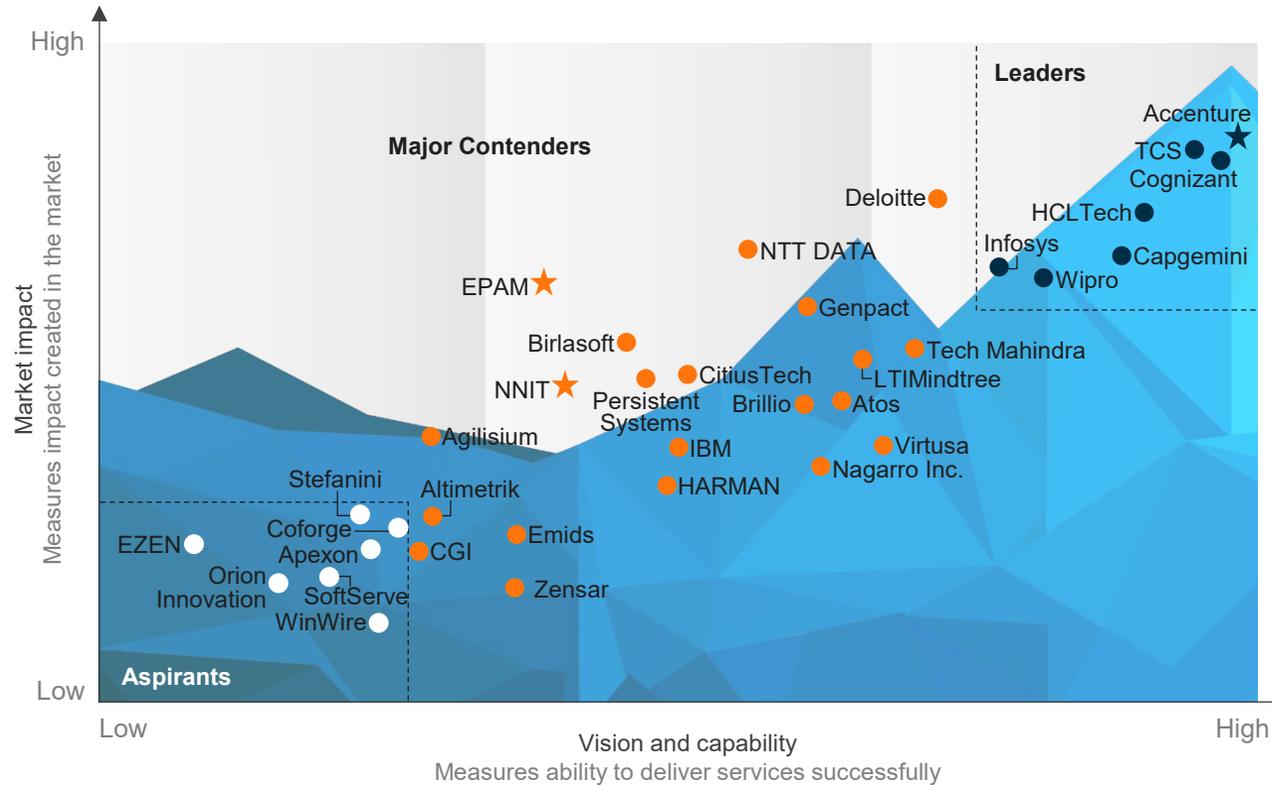
- Aspirants provide specialized point solutions tailored to specific use cases within the biopharmaceutical and medical device value chains, targeting niche areas with precision
- To expand their market reach and serve a wider range of buyer segments, Aspirants need to invest strategically in partnerships or develop internal IP and tools, thereby enhancing their overall capabilities
- With a dedicated focus on the relatively less competitive small and midsize buyer segments, Aspirants are making selective investments in Centers of Excellence (CoEs) and strategic partnerships to build niche expertise, though they currently lack significant proof points to gain broader client confidence

Everest Group PEAK Matrix®

Life Sciences Digital Services PEAK Matrix® Assessment 2025 | Accenture is positioned as a Leader and a Star Performer

Everest Group Life Sciences Digital Services Matrix® Assessment 2025¹

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



¹ Assessments for Agilisium, Apexon, Atos, Brillio, CGI, Deloitte, Emids, EZEN, Genpact, IBM, LTIMindtree, Nagarro Inc., Stefanini, WinWire, 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
Source: Everest Group (2025)

Accenture profile (page 1 of 8)

Overview

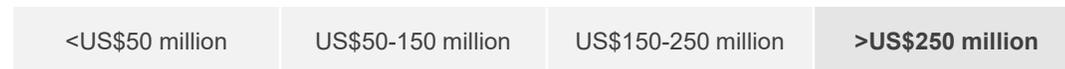
Company mission/vision statement for life sciences digital services

Accenture's purpose is to lead the industry through a transformative journey of digitalization. It is committed to leveraging digital technologies, supercharged with disruptive and intelligent technologies, to drive innovation, enhance operational efficiency, and deliver value to its clients and, thereby patients. It fosters a culture of agility and continuous improvement to redefine the standards of excellence in life sciences and enable its clients to expand to new frontiers and succeed in an increasingly digital world. It does this by investing in the best industry talent, research, assets and accelerators, and partnerships – all tuned to the life sciences industry and the mission of improving healthcare outcomes.

Overview of the client base

Its clients consist of 90% of the Fortune 500 life sciences companies including top global biotech, MedTech, and biopharma providers worldwide. It maintains a diverse client base, spanning large, midsize, and small businesses. The majority of these clients are based in the Americas, followed by EMEA, and APAC.

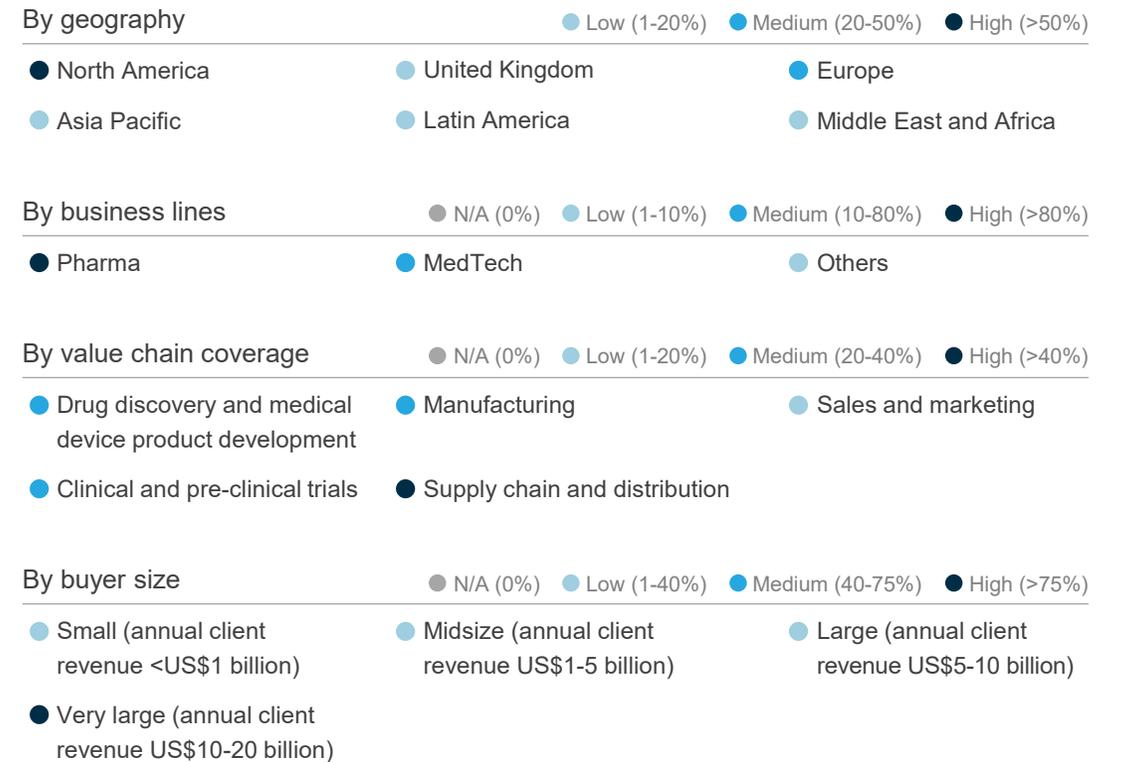
Life sciences digital services revenue



Scope of digital services

Its services include analytics, AI/ML, big data, cognitive computing, cloud, cybersecurity, and IoT devices.

Life sciences digital services revenue mix



Accenture profile (page 2 of 8)

Case studies

CASE STUDY 1

Developed and deployed a cloud-based treatment portal for easy onboarding of patients for cell and gene therapy treatment across multiple countries

Business challenge

The client required a solution to integrate with its hospital networks, third-party logistics providers, and in-house ERP systems. The solution needed to maintain the integrity of the entire patient treatment cycle, while allowing and customizing workflows for both existing and new cell and gene therapies, taking into account country-specific nuances and regulations.

Solution and impact

Accenture built a configurable, cloud-based treatment center portal to support the patient's cell and gene therapy journey. The platform is multi-modal and supports multiple types of cell and gene therapies. Accenture's proprietary INTIENT Unify asset helped deliver a consistent experience in a secured application by reimagining and redesigning interactions between stakeholders across the cell and gene value chain. More than 100 children were onboarded as patients onboarded in under one year for the treatment of a rare and fatal muscular disease. It was rolled out across multiple countries and multiple sites/hospitals globally.

CASE STUDY 2

An international pharmaceutical company, with a specialization in brain diseases, partnered with Accenture to develop a new approach to interrogating biological datasets – helping the client find potential drug targets associated with headache disorders such as migraine, 80% faster than traditional methods

Business challenge

The client believed that identifying the right drug targets needed an understanding of gene and biological pathways helping develop new and better therapies for headache disorders. However, the molecular pathophysiology of headache disorders is complex and poorly understood and traditional methods of lab-based experiments to identify and validate potential drug targets are time consuming. The client wanted a more efficient way to aid the identification of new drug targets for headache disorders as well as supporting existing programs with the best possible and structured information.

Solution and impact

Together with the client, Accenture built a domain-specific knowledge graph for headaches and migraines, using Accenture's large-scale clinical dataset. Their dataset consisted of 54 million electronic medical records that included information on clinical characteristics and public data sources including biological pathways, genetics, and diseases. A knowledge graph is a network of entities and relationships that captures the relevant information in a structured and semantic way. Accenture then applied machine learning models to predict the probability of gene-disease links in the knowledge graph, based on the available evidence. Using AI, the client was able to find potential drug targets associated with headache disorders such as migraine 80% faster than traditional methods. Furthermore, the team demonstrated that the approach could identify 77% of known gene-headache associations and suggested novel biological targets for drug discovery. This helped the client understand genetic and biological links and build pathophysiological hypotheses through the use of AI, thereby prioritizing the most promising ones for further validation.

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Frameworks

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Consultative frameworks

Framework	Details
Enterprise technology blueprint for life sciences	It combines Accenture's enterprise systems architecture expertise, with deep life sciences industry knowledge and understanding of how trends such as digital analytics, predictive modeling, and cloud technology impact its clients. It has various aspects covering technology trends, architecture frameworks and principles, ecosystem overlay, and Accenture's overlay on client opportunities, helping to address many use cases such as data management, regulatory compliance, patient-centric solutions, managing efficient clinical trials, and supply chain optimization.
Digital maturity framework	It is a framework that allows assessing current maturity state of an organization against industry best practices and benchmarks. Along a maturity curve, it allows organizations chart a course for enhancing their current maturity by business function and help them reach their goals.
AI Refinery™	AI Refinery™ is an AI platform, created by Accenture and built with NVIDIA AI Enterprise, to help companies turn raw AI technology into useful business solutions. It will help with accelerating business value with AI agents and teams; collect and organize all client data and enterprise knowledge to power AI applications and agents; customize foundational models with client data, auto-select the best fit, and optimize inferencing with pre-built accelerators; and manage all client AI components across the enterprise, with an eye on cost, accuracy, security, responsible use, and more.
myConcerto	It is Accenture's framework and platform for reengineering business processes and implementing solutions in the pharma and medical device industry. myConcerto uses ready-to-deploy standardized practices across the life sciences value chain for both SAP and Salesforce. It helps accelerate implementation of SAP S4 and Salesforce in pharma and MedTech, using ready to use, configured standard pharma and MedTech business processes.
Digital Core	It is Accenture's framework for digital transformation across the value chain, which takes into consideration a layered approach that incorporates components of cloud computing, composable architecture, data and AI, and digital platforms that would help pharma and medical device clients on their transformation journey towards achieving their North Star.

Accenture profile (page 4 of 8)

Frameworks

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Consultative frameworks

Framework	Details
Assessments of digital capabilities	<ul style="list-style-type: none"> Assesses industry-specific nuances through use cases such as capability models (benchmarking process maturity), operational readiness (post-handover preparedness), and data, AI, and tech maturity (identifying productivity and cost improvement opportunities) Includes Enterprise Architecture (EA) Operating Model Maturity Assessment (to evaluate EA governance and operations) and mySecurity for Cyber Strategy, which benchmarks cybersecurity and risk management maturity to identify cyber resiliency opportunities versus industry median.
Accenture Delivery Methods (ADM)	It is a framework that includes delivery methodologies for deploying digital technologies. It is based on International Organization for Standardization (ISO), Capability Maturity Model Integration (CMMI), and Project Management Institute (PMI) standards and has technology-specific and -agnostic standards, tools, and deliverables. It allows agile and waterfall methodologies to be incorporated, while introducing industrialization and standardization augmented with a well-defined value realization and metrics framework.
Intelligent supply chain	It is a framework augmented by next-generation AI and analytics tools that generates a blueprint of the next-generation of supply chain to drive the company's business in the future by addressing operational resilience concepts and predictable solutions .

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Proprietary solutions

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Proprietary solutions for life sciences digital services

Solution/Accelerator name	Value chain	Details
GenWizard	Platform	It is a comprehensive generative AI platform that uses LLMs in the technology delivery life cycle. It impacts and provides benefits in the following areas: reverse engineering and knowledge management, progressive modernization, rapid platform reinvention, accelerated software engineering, and data modernization using AI.
Harmoni	Cross value chain	It is a proprietary generative AI-based analytics chassis that uses semantic search to return relevant data results based on natural language queries entered by the user. Powered by a knowledge graph and an AI engine, it understands the context of both connected data and search queries, recognizing terms with known and inferred relationships across connected systems, thereby hiding coding or ontological complexity. The platform also supports data and code collaboration among developers and data scientists for integrated visualization, AI/ML, and analytics tools. Key benefits include the ability to use all the data available – internal and external – to power generative AI to create accurate and valuable content/answers. It has multiple use cases across the value chain.
BioIntelligence	Early research	It is a research platform for integrated multi-omics patient data. It is used for the identification of target and markers, predictive diagnosis, and patient profiling. It delivers benefits such as personalized treatment plans by identifying specific biomarkers and treatment responses tailored to individual patient profiles; improved decision-making with ML insights visualized through user-friendly dashboards; informed and data driven decision-making by clinicians, enhancing overall care quality; streamlined data management by centralizing and standardizing data from diverse sources that simplify data handling and ensure consistency allow healthcare professionals to focus more on patient care rather than data management; and enhanced predictive capabilities with ongoing predictive modeling that empowers clinicians to forecast patient responses to therapies leading to better treatment outcomes and patient satisfaction. It also provides pharma organizations to identify novel targets for drug discovery.

Accenture profile (page 6 of 8)

Proprietary solutions

Proprietary solutions for life sciences digital services

Solution/Accelerator name	Value chain	Details
INTIENT – Unify	Clinical development and patient services	It is a proprietary industry solution built for and informed by the community to reduce the administrative burden on healthcare providers and their interactions with pharmaceutical manufacturers. It is a configurable, cloud-based treatment center portal to support the patient cell and gene therapy journey; available for all HCPs / treatment centers and Cell and Gene Therapy (CGT) developers and manufacturers to support the interactions across industry stakeholders involved in the patient CGT journey. The solution is multi-modal, for example, autologous and allogenic, supporting both clinical phase investigational therapies and commercially approved therapies.
Generative AI-based regulatory document authoring	Regulatory affairs	It quickly and succinctly ingests hundreds of files and documents in a variety of formats and summarizes the data to quickly author regulatory documentation Common Technical Document (CTDs) for pharmaceuticals and other regulatory environments. The regulatory document authoring tool allows organizations to create regulatory submission documents 60% faster, using the power of generative AI. The end goal is to reduce the submission timelines by over 50% and this tool accelerates clinical development.
Velocity labs / Lab of the future	Quality control and management	It harnesses next-generation cloud and AI technologies to improve lab experience and drive operational efficiency. It automates routine tasks, intelligently assists scientists, reduces sources of error, optimizes resource scheduling, and empowers leaders with deep insights. The platform is cloud-agnostic but is built on AWS cloud-native architecture and is digitally de-coupled from the vendor-specific lab. It integrates key operational data on analytical tests, samples, materials, instruments, and people that reside in a data fabric, powering applications that deliver seamless lab orchestration and high-value, AI-driven use cases.

Accenture profile (page 7 of 8)

Key events

[REPRESENTATIVE LIST] [NOT EXHAUSTIVE]

Key events – investment/partnership/M&A

Event name	Type of event	Details
Partnership/Ecosystem with hyperscalers	Industry partnerships	It deepened and broadened the ecosystem business group partnerships with focus on joint investments, go-to-market strategies, and co-developing industry solutions. Its partners include Microsoft, Google, AWS, SAP, Oracle, Salesforce, ServiceNow, NVIDIA, Adobe, Workday, and Veeva.
Acquisitions and investments	Acquisitions and investments	It acquired Bionest, ConcentricLife, Udacity, Gemseek, Navisite, Ammagamma, Redkite, Nautilus Consultancy, and The Beacon Group Consulting. Its investments through Accenture Ventures include 1910 Genetics, Virtonomy, QuantHealth, Turbine, and Ocean Genomics.
Generative AI	Investment	It invested US\$3 billion in cross-industry generative AI to develop new solutions and pre-built models. Accenture continues to invest in growing its team's skills with tools such as the Accenture Reinvention Console, a digital platform that empowers employees to bring the best of its solutions and assets to its clients to help them meet challenges, become more resilient, and accelerate their reinvention. Accenture is also collaborating with AWS, Google, and NVIDIA to build generative AI tools/assets for pharma R&D.
LearnVantage	Service investment	It introduced Accenture's LearnVantage service that provides comprehensive technology, learning, and training services to help organizations reskill and upskill its workforce in technology, data, and AI to reinvent their organizations and achieve greater business value. It acquired Udacity, a digital education pioneer with experience in developing and delivering proprietary technology courses that blend the flexibility of online learning with the benefits of human instruction.
People and training	Investment	It continues to make significant investments in the recruitment of key talent, as well as in training and career development through initiatives like Technology Quotient and certifications in AI, cloud, security, blockchain, quantum computing, and other areas. These efforts are supported by AI tools such as the Accenture Reinvention Console, AI Navigator, and Amethyst, which help empower employees.
Assets and IP	Ongoing investment	Accenture's IP includes Harmoni and GenWizard. Harmoni is Accenture's flagship platform that uses semantic search to return relevant data results based on natural language queries provided by the user. (Protocol Development; Medical Info Writer; Clinical Trial Site Locator; Clinical Trial Patient Locator; AE Dropout Predictor; Regulatory Drafter; Medical, Legal, Regulatory (MLR) Review and QA; Business Services Copilot; HR Virtual Agent; Patient Adherence – Patient Recruitment Success/Failure – Biomarker Discovery; and Predictive Insights) GenWizard is a full-suite generative AI platform that uses LLMs in the technology delivery life cycle. It impacts and provides benefits in the following areas: reverse engineering and knowledge management, progressive modernization, platform reinvention with speed, accelerated software engineering and data modernization using AI.

Accenture profile (page 8 of 8)

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

- Accenture offers an expansive capabilities portfolio across biopharmaceutical and MedTech, backed by domain-specific solutions such as INTIENT, Harmoni, BioIntelligence, and Velocity Labs
- Accenture has a robust partnership ecosystem, integrating hyperscalers (AWS and Microsoft), Big Tech (Snowflake, SAP, and Oracle), and industry-specific providers (Veeva and Medidata) to support data interoperability, advanced analytics, and compliance-driven digital solutions in life sciences
- Accenture nurtures innovation across the life sciences value chain through specialized CoEs and labs such as Lab of the Future, Harmoni, and INTIENT, while its MedTech-focused ecosystem, including Product X and Forge Network, accelerates Research and Development (R&D) advances
- Accenture takes a consulting-led approach combined with robust technology expertise to help life sciences clients modernize operation

Limitations

- While Accenture has a strong focus on large life sciences enterprises, it should leverage its expertise and expand tailored offerings to strengthen its presence in the high-growth mid-market life sciences segment
- Accenture can enhance its presence by exploring niche technology partnerships in emerging clinical and commercial areas, aligning with industry trends and expanding co-innovation opportunities
- Accenture is seen as a premium-priced provider, with clients citing cost sensitivity and multi-vendor strategies as challenges in sustaining long-term engagements

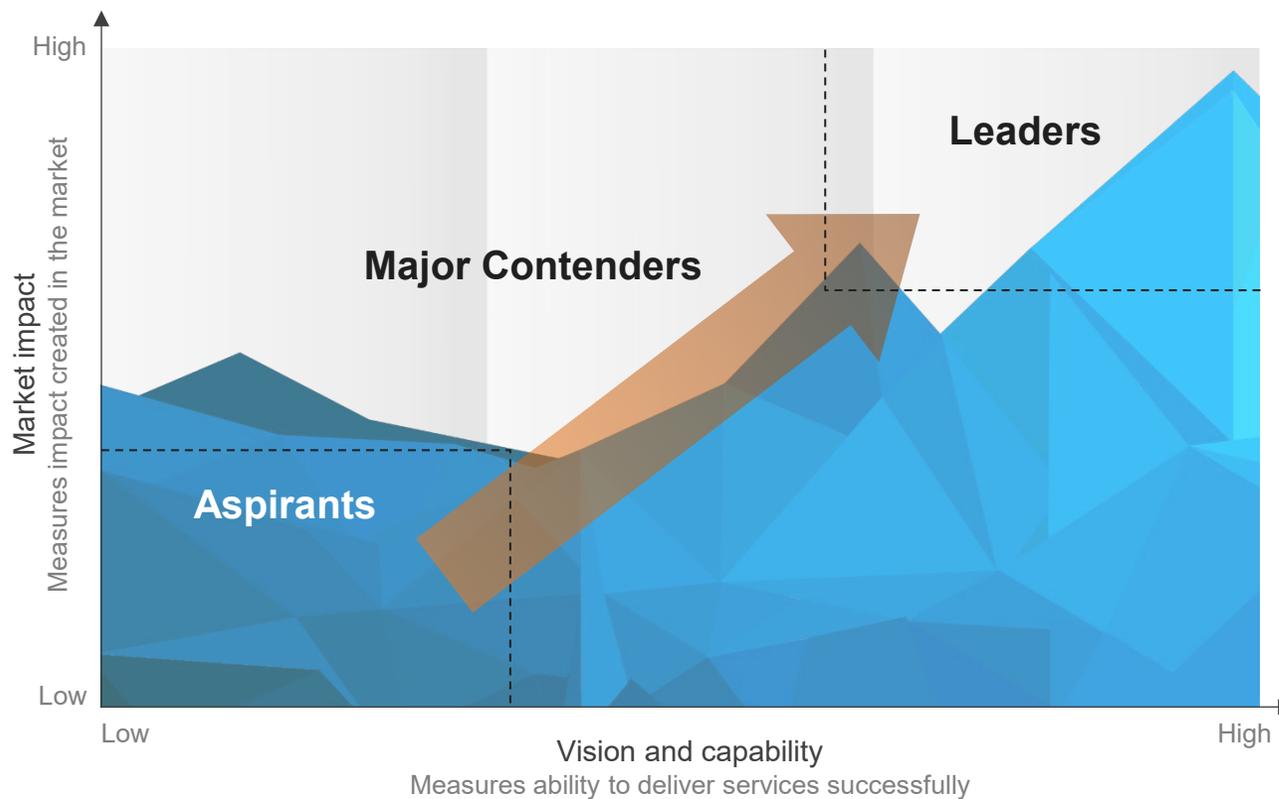
Appendix

PEAK Matrix® framework

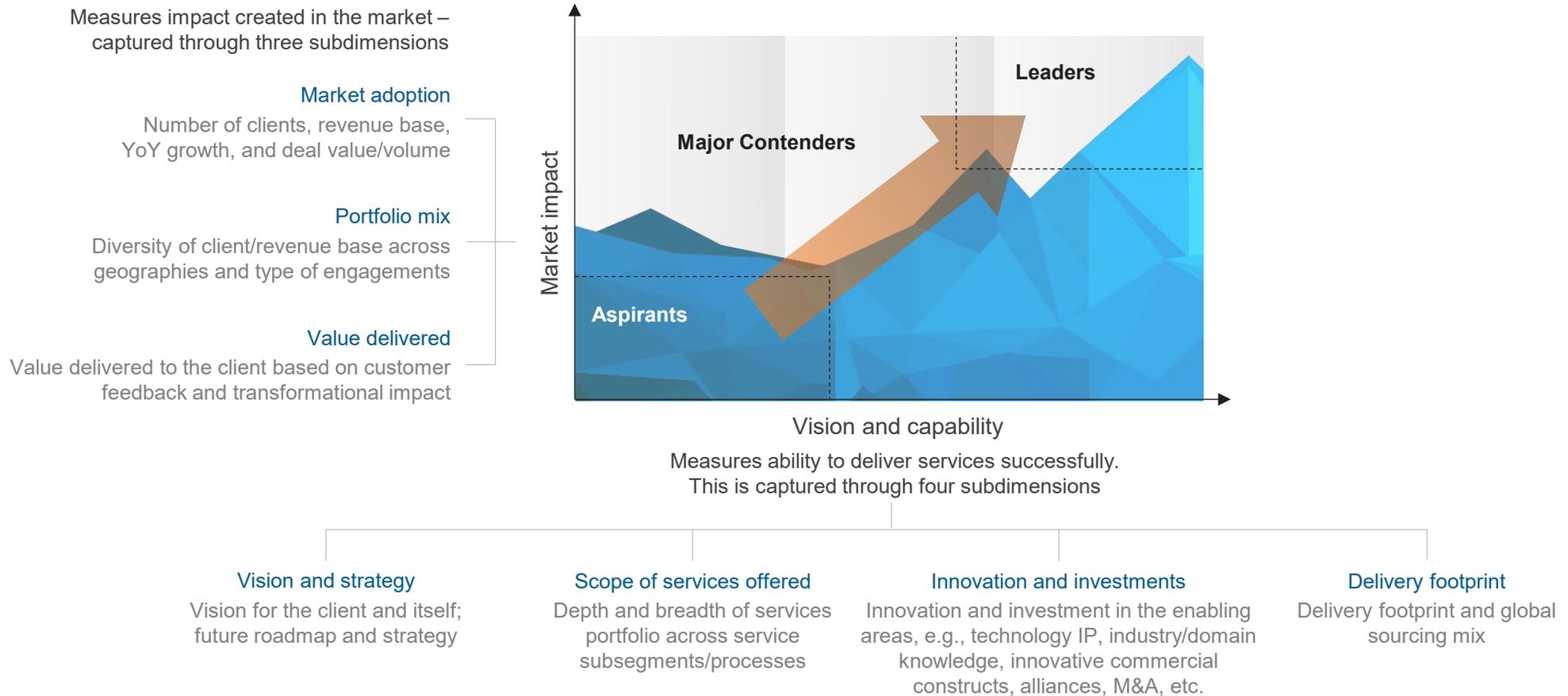
FAQs

Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision and capability

Everest Group PEAK Matrix



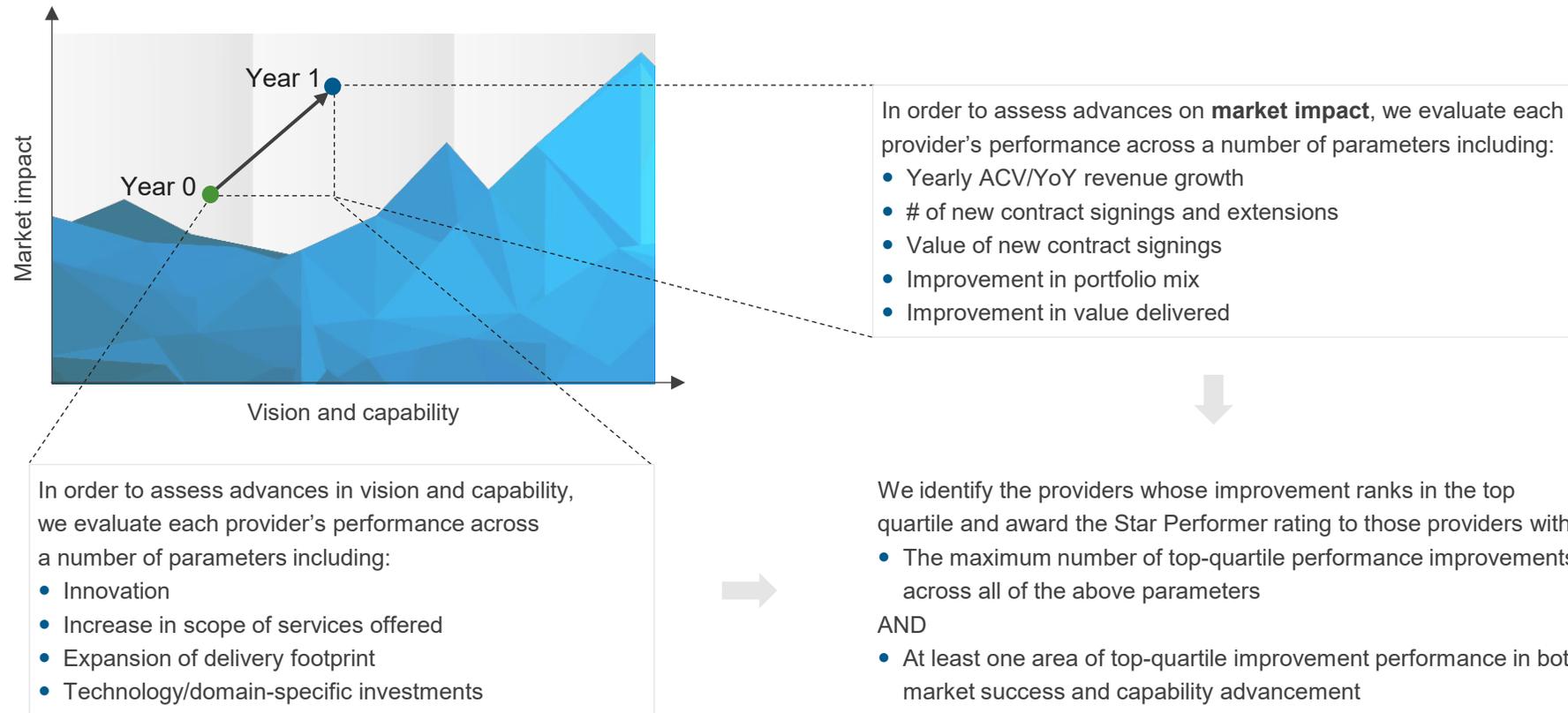
Services PEAK Matrix® evaluation dimensions



Everest Group confers the Star Performer title on providers that demonstrate the most improvement over time on the PEAK Matrix®

Methodology

Everest Group selects Star Performers based on the relative YoY improvement on the PEAK Matrix



The Star Performer title relates to YoY performance for a given provider and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

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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