

— **Knowledge Brief** —  
Quadrant Knowledge Solutions

ScienceSoft is a Leader in  
SPARK Matrix: Healthcare IT Services,  
2022



An Excerpt from Quadrant Knowledge Solutions  
“SPARK Matrix: Healthcare IT Services, 2022”

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## **ScienceSoft is Leader in SPARK Matrix: Healthcare IT Services, 2022**

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Healthcare IT Services can be defined as processing, storing, managing, and exchanging patient data using technological methods and processes to improve patient care plans and empower stakeholders across the healthcare ecosystem to make informed decisions. The services include analyzing the data across the existing healthcare domains and utilizing them for automating and digitalizing existing healthcare processes. Healthcare IT Services are focused on improving the efficiency of the existing healthcare system and enhancing patient & clinician engagement and experience.

The healthcare sector began its digitalization journey with the invention of the cathode-ray tube (CRT), which was used for ultrasound imaging techniques, the development of artificial organs, and field-changing techniques such as DNA sequencing. Digitalization in the healthcare sector was once limited only to monitoring purposes and performance enhancement favored by the athletes. The rapid adoption of digitalization by the ancillary industry forced healthcare sectors to implement transformational solutions in their existing solutions. From its limited presence for monitoring, the digitalization in the healthcare sector has now covered all the existing processes, R&D, medicines, medical devices, and others.

The rise of technologies such as AI, IoT, & big data and the prevalence of Industry 4.0 by the global corporate sector resulted in the rise of Healthcare IT Services in the second decade of this century. Over the past few years, the rising preference for time & cost-efficient alternatives for existing healthcare processes has boosted the demand for healthcare industry-specific IT services. Additionally, electronic data produced in the healthcare sector has increased due to the digitization of administrative, clinical, and financial information.

The adoption of healthcare IT solutions for many companies is difficult due to cost factors. The requirement of a lot of investment for system maintenance, software updates, service maintenance, and the development of the solution according to real-time requirements acts as the major restraining factor for the growth of the Healthcare IT Services market. Also, the lack of an experienced IT team for the development of required solutions and insufficient awareness or interest by end-users in patient experience are limiting the market growth. Additionally, unstructured data in healthcare is a major challenge for providers. Healthcare data is typically more heterogeneous and has a longer duration when

compared to data from other industries. Increasingly, service providers in the healthcare industry are implementing healthcare analytics and data management solutions to resolve these challenges. The rising health concerns by people, increasing outbreak of contagious diseases, and the growing demand for centralizing healthcare data has accelerated the demand for Healthcare IT services.

Quadrant Knowledge Solutions' [SPARK Matrix: Healthcare IT Services, 2022](#) research includes a detailed analysis of the global market regarding short-term and long-term growth opportunities, emerging technology trends, market trends, and future market outlook. This research provides strategic information for technology vendors to better understand the existing market, support their growth strategies, and for users to evaluate different vendors' capabilities, competitive differentiation, and market position.

The research includes detailed competition analysis and vendor evaluation with the proprietary SPARK Matrix analysis. SPARK Matrix includes the ranking and positioning of leading Healthcare IT Services vendors with a global impact. The SPARK Matrix includes the analysis of vendors, including Apexon, athenahealth, CitiusTech, Emids, GAVS Technologies, Globant, Glorium Technologies, Healthcare IT Leaders, Huron, Impact Advisors, Infinite, Nordic Consulting, Optimum Healthcare IT, Oracle Cerner, Pivot Point Consulting, ScienceSoft, Softeq, and Tegria.

## Market Dynamics and Trends

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The following are the key market drivers as per Quadrant Knowledge Solutions' Healthcare IT Services strategic research:

- ◆ Increasing demand for the use of Artificial Intelligence for automating patient monitoring platform. Healthcare IT vendors are also planning to implement AI enables solutions that utilizes deep learning algorithms for performing 2D transthoracic echocardiography analysis, improve surgery support & medical diagnosis, and creation of real-time solutions.
- ◆ Healthcare IT vendors are focusing more on Internet of Medical Things (IoMT) to develop real-time applications for mapping end-to-end patient journey and Cognitive IoMT (CIoMT) to develop real-time applications for mapping sensory and behavioral conditions.
- ◆ Increasing emphasis by the Healthcare IT vendors for the use of big data and analytics for digitizing the process of collecting medical data, expanding the horizon of data collection sources, and storing the massive amount of data.
- ◆ Enhancement of healthcare offerings by utilizing immersive technologies such as augmented reality (AR), virtual reality (VR), & mixed reality (MR) for supporting patient care. Healthcare IT vendors are also planning to utilize immersive technologies to enhance their offering such as diagnosis & improved treatment for mental health issues, patient education, professionals & patient training, and rehabilitation.
- ◆ Healthcare IT vendors are planning to adopt blockchain technology to strengthen their capabilities of exchanging medical data across the healthcare ecosystem, data protection, interoperability in population health management, pharmaceutical supply chain, and health insurance claims.
- ◆ Healthcare IT vendors are also focusing on improving their mobile health (mHealth) offerings for facilitating consultation services across the healthcare delivery systems.

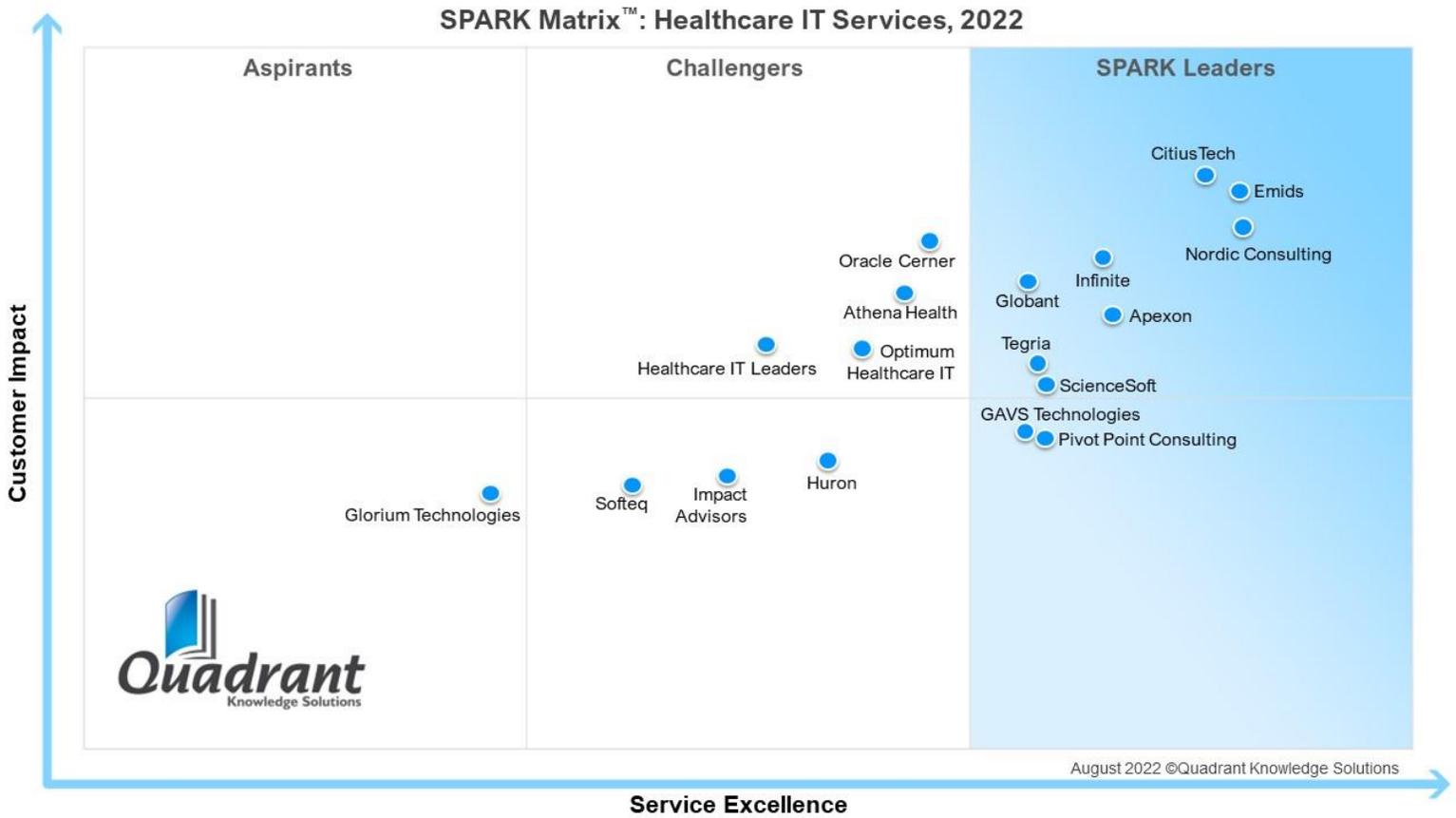
## SPARK Matrix Analysis of the Healthcare IT Services market

[Quadrant Knowledge Solutions](#) conducted an in-depth analysis of the major Healthcare IT Services vendors by evaluating their product portfolio, market presence, and customer value proposition. Market research for the Healthcare IT Services provides competitive analysis and a ranking of the leading vendors in the form of a proprietary SPARK Matrix™. SPARK Matrix analysis offers a snapshot and a visual representation of key market participants. It provides strategic insights into how each vendor ranks in relation to their competitors based on their respective technology excellence and customer impact parameters. The evaluation is based on primary research, including expert interviews, analysis of use cases, and Quadrant's internal analysis of the overall Healthcare IT Services market.

Service Excellence	Weightage	Customer Impact	Weightage
Sophistication of Service Capabilities	25%	Diversity of Client Base	25%
Competitive Differentiation Strategy	25%	Market Presence	25%
Industry Experience & Domain Knowledge	25%	Proven Record	25%
Global Reach & Service Capabilities	15%	Customer Service Excellence	15%
Vision & Roadmap	10%	Unique Value Proposition	10%

According to Nikhilesh Naik, Analyst, Quadrant Knowledge Solutions, With its consultative assistance and the delivery of advanced solutions for telemedicine, VR, image analysis, and staff, patient, & facility tracking, ScienceSoft is recognized as a leader in Spark Matrix: Healthcare IT Services, 2022. Through its enhanced technological offering and experienced workforce, ScienceSoft strengthens healthcare stakeholders' IT offering by providing them services for healthcare data warehousing, healthcare business intelligence, healthcare data visualization, big data in healthcare, predictive analytics, and AI-enabled medical imaging”, Nikhilesh adds.

**Figure: 2022 SPARK Matrix**  
 (Strategic Performance Assessment and Ranking)  
 Healthcare IT Services Market



## ScienceSoft

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URL: <https://www.scnsoft.com/>

Founded in 1989 and headquartered in McKinney, Texas, USA, ScienceSoft is a provider of IT consulting services and custom software development for non-IT enterprises and software product companies. With experience in healthcare IT since 2005, ScienceSoft has completed 100+ projects in the domain. The vendor has ISO 13485, ISO 9001, and ISO 27001 certifications.

The key Healthcare IT Services offered by ScienceSoft feature healthcare software development and testing, healthcare IT support, managed IT services, IT consulting & assessment, IT modernization, cloud migration, healthcare data analytics and performance management, digital health solutions and IoMT systems implementation.

Healthcare software development services by ScienceSoft include custom and product software development. They are skilled in designing and implementing administrative software (e.g., EHR/EMR, CRM, inventory management), care-related applications (e.g., clinical decision support), medical imaging & laboratory software, patient-centered solutions, medical device software and Software as a medical device (SaMD) for pharmaceutical companies.

ScienceSoft offers Healthcare IT support services to healthcare institutions & organizations, including management of their IT infrastructure and support in developing and implementing solutions according to their IT strategy. To healthcare software product companies, ScienceSoft offers application and infrastructure support. Proactive medical IT support by ScienceSoft covers monitoring of medical applications, Internet of Medical Things (IoMT) infrastructure, healthcare IT infrastructure administration & maintenance, cloud storage optimization, data management, device management and IT infrastructure security and compliance. Reactive medical IT support by ScienceSoft includes L1, L2, and L3 support by the help desk as per the organization's working hours, IT infrastructure troubleshooting and medical applications support. Also, ScienceSoft implements security measures to ensure HIPAA compliance, improve healthcare data protection, and provide secure app development infrastructure.

Managed IT services by ScienceSoft include consultative assistance for performance management and enhancement & optimization of medical applications.

The company offers a range of healthcare IT compliance services. They analyze organizational business needs & workflows, review healthcare organizations' IT environment components, define security & compliance of IT ecosystem, and provide optimization and compliance guidance according to HIPAA, HITECH, and FDA regulations. Through IT strategy consultation, the company offers tailor-made healthcare IT strategies and roadmaps to improve IT performance, plan software integration, implement and modernize healthcare initiatives.

Healthcare solution consulting covers consultative assistance based on business needs, processes, existing healthcare software and infrastructure analysis. ScienceSoft's experts create business case, estimate the medical software implementation costs along with the return on investment (ROI). Software product companies consulting covers market and business needs analysis, healthcare software idea productization and design, business case design, and compliance guidance on HIPAA, HITECH, and FDA regulations. The company also offers consulting services for healthcare software optimization and modernization, migration to HIPAA compliant cloud, healthcare software development, integration of healthcare software, and assessment of healthcare cybersecurity, and HIPAA compliance.

IT modernization services by ScienceSoft help improve legacy healthcare applications, integrate existing applications, consolidate operational and patient data, upgrade information security safeguards, and ensure HIPAA compliance. Cloud migration services feature cost-efficient cloud migration strategy design and planning of the cloud migration approach, and implements server, data warehouse, and desktop migration.

ScienceSoft's Healthcare Data Analytics services are aimed at transforming disintegrated healthcare data into valuable insights. Full healthcare analytics outsourcing comprises selection of a data analytics platform, definition of the tech stack, customization & implementation of healthcare data analytics solutions, regulatory compliance assistance, maintenance, and evolution of cloud analytics solutions as per business goals. For customers interested in healthcare analytics consulting, ScienceSoft offers analysis of organizational needs, planning & design of detailed healthcare analytics implementation strategy and plan, and further consultative assistance.

The digital health implementation services offered by ScienceSoft cover delivery of telemedicine solutions, chronic disease management software, remote patient

monitoring systems, patient portals and apps, digital therapeutics and IoMT solutions.

## Analyst Perspective

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Following is the analysis of ScienceSoft's capabilities in the Healthcare IT Services market:

- ◆ ScienceSoft specializes in custom software development, data analysis, information security, Intranets, IT consulting, mobile app development (including telehealth and chronic disease management apps), CRM, Salesforce, SharePoint, and web portals. The company's Healthcare IT Services offering comprises medical IT consulting, medical IT support, HIPAA compliance, medical software development, development of medical device software and SaMD, mobile apps, EHR & EMR, telemedicine apps, IoMT solutions, medical image analysis, and virtual reality (VR) in healthcare.
- ◆ The key differentiator for ScienceSoft's Healthcare IT Services is that along with consultative assistance, the company offers advanced solutions for telemedicine, VR, image analysis, and staff, patient, and facility tracking. The company also offers services for healthcare data warehousing, healthcare business intelligence, healthcare data visualization, big data in healthcare, predictive analytics, and AI-enabled medical imaging.
- ◆ Some of the cases of ScienceSoft's Healthcare IT Services include the development of automated data analysis software, creation of data analysis program, development of cancer detection app with business logic written in Java, IT consulting for medical software development, code assessment of existing healthcare applications for life sciences research, consulting on healthcare and life sciences software development, research on medical devices to be used in the future, and development of health apps.
- ◆ From a geographical perspective, ScienceSoft has a presence in the USA, Europe, and the Middle East. From an industry vertical perspective, the company has a customer base across healthcare, social care services, pharmaceutical, life sciences, and medical device segments.
- ◆ The company is facing competition from emerging vendors with innovative technology offerings in the Healthcare IT Services market. With its comprehensive technology and effective competitive and growth strategies,

ScienceSoft is well-positioned to grow its share in the global Healthcare IT Services market.

- ◆ ScienceSoft has outlined a comprehensive technological roadmap for its Healthcare IT Services, including enhancing its existing capability and investing in various emerging technologies. The company focuses on improving its solid healthcare IT services offering in usability and interoperability.